



# TRAINING CATALOGUE | AUSTRALIA

THE SMARTS OF A UNIVERSITY. THE AGILITY OF A CONSULTANCY.

**SWINBURNE PROFESSIONAL**

# THE SWINBURNE PROFESSIONAL DIFFERENCE



Swinburne University is a university with a difference. More than a century old, we're rigorous, credible and award-winning. Swinburne University has its roots in hands-on, practical and pragmatic training.

Swinburne Professional is a stand-alone business unit created to have the agility few universities enjoy, while benefiting from the access, resources and facilities of a tier one university.

We have designed our courses and study methods under our 'professionals-first' approach. This means that we grow careers, up-skill, and deliver relevant qualifications to keep professionals on their career track.

Our customers can enrol at any time, undertake intensives, accelerate their qualifications, and blend study so they can work at a pace that delivers skills and qualifications effectively.

Flexibility is Swinburne Professionals' middle name.

"Exceptional course, I learnt so much to take away and use immediately."

**JENNY**  
Masterclass:  
Change  
Management.

## OUR PURPOSE

We exist to provide practical and contemporary business learning programs that specialise in leadership, management, coaching and business skills. We constantly innovate in our design and delivery to create learning with impact.

## THE OUTCOME

Our programs are as dynamic and diverse as the challenges faced by leaders and managers in today's business landscape.

We are determined to support your business by identifying and overcoming barriers to better performance, improving employee engagement and increasing overall organisational success.

## THE EXPERIENCE

Your experience with Swinburne Professional is one of robust, credible and innovative learning. We project manage the program rollout to maximise results, deliver reporting, ensure budgets and timelines are met, and have a true passion for what we do.



# PUBLIC PROGRAMS



**Swinburne Professional delivers a suite of short courses and accelerated qualifications, equipping participants with practical and relevant skills that align with the future world of work.**

These Public Programs are available to professionals seeking to upskill and organisations who have workforce skills gaps.

## SHORT COURSES

Short courses run for one or two days and rapidly teach participants a focused, practical skill set they can take back to work with them the very next day.

Short courses are an excellent resource for individuals who are concerned that they're not moving forward in their career or lack the skills to get the job they want. They're also perfect for Learning and Development Managers who have specific skill gaps that need addressing.

## BENEFITS FOR PROFESSIONALS

- ❑ Implement new skills immediately.
- ❑ Learn in a focused fashion.
- ❑ Gain relevant real-world context from expert industry facilitators.
- ❑ Network with professional peers.
- ❑ Gain confidence in your new skills.
- ❑ Get recognised in your career.

## BENEFITS FOR ORGANISATIONS

- ❑ Optimise individual and team performance.
- ❑ Improve employee satisfaction.
- ❑ Reduce employee turnover.
- ❑ Enhance your reputation as a highly skilled workforce.
- ❑ Skills are transferable in the workforce.

## QUALIFICATIONS

Our accelerated Certificate, Diploma and Graduate Certificate programs put participants in front of experienced industry facilitators to gain an industry-recognised, accredited qualification in their field. We have designed our unique, accelerated qualifications for busy working professionals who need to save time, taking existing skills into account and minimising study time.

Qualifications are a great way for professionals to formalise their knowledge and get recognised. They are also a great fit for workforces that need to qualify their upcoming leadership teams to ensure a competitive edge today and in the future.

## BENEFITS FOR INDIVIDUALS

- ❑ Improve your career opportunities and job marketability.
- ❑ Add nationally recognised credibility to your resume.
- ❑ Network with similar professionals as you study.
- ❑ Enjoy real world context, projects and case studies .
- ❑ Learn from expert industry facilitators.

## BENEFITS FOR ORGANISATIONS

- ❑ Enhance organisational reputation.
- ❑ Add accredited skills and specialisations to the workforce.
- ❑ Optimise individual and team performance and productivity.
- ❑ Improve your employee satisfaction.
- ❑ Reduce employee turnover.

"The workshop gave a fantastic, in depth overview of all the moving parts of Project Management, and an understanding of the basic methodologies within it. The workbook is very helpful, and I feel it was a fantastic introduction to formalising my knowledge on project management."

Individual participant,  
Fundamentals of project management.

"Really terrific. The facilitator showed confidence and an obvious wealth of experience with every question asked and example given."

Organisational participant,  
How to have a difficult conversation.



# LEARNING AND DEVELOPMENT CONSULTING

It takes innovation and agility to solve complex business challenges. There is always a commercial need for a business to evolve and continually improve its capabilities. On top of that, the workforce itself has complex learning needs, from skills advancements to substantial cultural and leadership change. Our solutions continually adapt to meet and resolve these challenges.



## ORGANISATIONAL EVOLUTION

Organisations face ongoing challenges in today's competitive landscape that can be resolved with a proactive professional development and learning strategy. Some of these challenges may sound familiar:

- The need for cultural change.
- Managing costs, budgets, and growth.
- Market competition.
- Ongoing re-organisation.
- Leadership capability.
- Effectiveness of management teams.
- Digital literacy and technological advances.
- Evolving skill requirements in the years to come.

## THE SWINBURNE PROFESSIONAL EDGE

Progressive and effective professional learning requires a truly strategic approach coupled with cutting-edge learning methods that work. Swinburne Professional has a suite of courses and qualifications, which are delivered in an accelerated mode specifically designed for busy professionals. We also leverage the experts, research, facilities, and services contained within the broader Swinburne University to create tailored learning for many of our clients. The outcomes are:

- High impact learning with demonstrated success stories.
- A relentless focus on our clients, with each receiving an experienced Project Manager to ensure learning is delivered smoothly.
- National and global delivery, including on our clients' premises.
- A practical and immediate application of learning which can be implemented immediately.
- Services and solutions can provide organisations with a holistic solution thanks to our dual sector accreditation.



### TRAINING NEEDS ANALYSIS

We use a blend of our expertise and industry-leading tools to conduct a client needs analysis. Done hand-in-hand with our clients, we uncover their learning opportunities and challenges, and establish exactly what they want to achieve.



### CUSTOMISATION

Every organisation operates differently. We focus on creating tailored professional learning that transforms employee skill sets in line with each unique organisation, from accredited qualifications to short courses.



### IMPLEMENTATION

Our expert team delivers the goods. From internal curriculum and instructional design capabilities, to our project managers and best-in-field facilitators, your learning program is rolled out with care from day one.



### CONTINUOUS IMPROVEMENT

Throughout our clients' learning programs, we track the progress and experience of the participants, create delivery reporting, and liaise with our clients to ensure that we are on track and delivering solutions.



# LIVE ONLINE TRAINING

Our **live online training** is delivered to you live, providing similar interactions as face to face training with the benefits of remote access. The training is delivered through video conferencing and discussion board platforms. Workshops are broken into interactive video sessions, including presentations and distribution of materials and discussion board based activities. These courses offer the same great quality course and human connection that our classroom delivery does from the comfort of your own home.



## LIVE ONLINE FOR INDIVIDUALS

If you've found yourself with an excess of downtime at home, this will be an opportunity to sharpen skills and develop new ones, to be proactive and become a workplace powerhouse for when things kick back into gear.

We've been working hard to make sure we are still able to deliver our courses to you, without losing the important human connection that our classrooms allow. Our live online courses will find you wherever you are.

## LIVE ONLINE FOR BUSINESSES

For those seeking quick, effective business solutions, our highly customisable live online training offers delivery through short bursts of engaging snackable content such as half hour sessions to full consecutive days depending on individual business needs.

By combining our expertise with available technologies, our live online model of delivery has been designed to offer greater flexibility, time-saving, and higher velocity outcomes by reaching your staff with relevant and engaging content no matter where they are.

The live online e-learning experience still ensures that informative, transformative, and interactive content is delivered to learners; allowing for them to return to the workplace inspired, motivated and more skilled.

**91**

Virtual sessions run for 15 clients in 2020 H1.



## THE BENEFITS OF LEARNING LIVE ONLINE

- ▣ Interact with learning peers
- ▣ Improve technical skills
- ▣ Access content from anywhere
- ▣ Lower commuting costs
- ▣ Learn in a convenient environment
- ▣ Engage with expert facilitators in real-time
- ▣ Develop work-from-home capabilities
- ▣ Improve virtual communication and collaboration skills

"The facilitator was fantastic... We discussed the current climate and [the facilitator] encouraged us to base our assignment on how we are currently living our lives. It was a very positive and motivating class."

### PARTICIPANT

Build and Sustain an Innovative Working Environment  
*Live online delivery.*

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## 2020 COURSE KEY



**EVIDENCE** Candidates must provide evidence of knowledge at the time of enrolment.



**PATHWAYS\*** Courses at Swinburne Professional are designed to get you qualified efficiently. Upon completion of certain short courses that have a pathway option, participants have the option to enrol and undertake assessments for specific qualification units. This means participants aren't repeating their studies, which saves money on further study fees.



### **FLEXIBLE DELIVERY AND ASSESSMENT**

Participants have the opportunity to learn through an accelerated pathway program which takes into consideration their time and work commitments.

The flexible nature of the qualification means that subjects can be delivered and assessed in a manner that provides the most value to participants.



### **CUSTOMISED PROGRAMS**

Programs can be fully customised to meet specific business needs, and can be delivered to multiple employees within an organisation; which is a strategy that drives powerful cultural change.



### **BUILDING NEW NETWORKS**

The program provides an opportunity to network with like-minded professionals from a diverse range of industries, and we encourage participants to build professional relationships and support each other throughout the learning process.



### **RECOGNITION OF PRIOR LEARNING (RPL)**

Participants can attain recognition of their skills and knowledge through RPL. We can review their evidence of competency and assess if the participant qualifies for RPL.



### **GRADUATE PATHWAYS**

Graduates with at least five years management experience may receive unit exemptions for Swinburne's MBA program after successfully completing certain Graduate Certificates. Contact us to find out your eligibility to pathway these qualification into a MBA.



### **LIVE ONLINE DELIVERY**

Training delivered to you live, providing similar interactions as face to face training with the benefits of remote access. These courses offer the same great quality course and human connection that our classroom delivery does from the comfort of your own home. For more information, please read page 8.

Fees are indicative, reviewed each year, and may change without notice.

\* Participants would have the option to enrol and undertake assessment for the specified nationally recognised units of competency that pathway into the relevant qualification.





# AUDITING & RISK MANAGEMENT

## LEAD AUDITOR TRAINING

Are you looking for a lead auditor qualification to demonstrate competent skills in audit training and management? This course delivers techniques and methodologies required to effectively audit a quality management system. This course is ideal for quality practitioners who already understand quality management and will be more involved in internal quality assurance audits and second or third party audits.

You will gain take-away skills that include the ability to initiate, participate, lead, and report on a quality audit; and implement continuous improvement into your own and other work practices.

### PATHWAYS\*

+ BSB51615 Diploma of quality auditing.

5 DAYS

\$2,937.50



## MANAGE RISK

Become a professional who is a champion of risk management. Risk management is an important skill set for any manager, and this course teaches participants to respond to change, minimise risk and drive positive business change. This course teaches you how to identify ways to reduce risks, strategically prioritise risk reduction measures, and understand risk strategically.

You will gain the skills to review organisational processes, procedures, and requirements; and assess the risks and its impacts, learn to develop relevant policies and processes, and master tools and techniques that support your risk management activities.

### PATHWAYS\*

+ BSBR5K501 Manage risk.

▣ The above pathways into our accelerated Diplomas.

1 DAY

\$750





# BUSINESS SKILLS

## BUSINESS ANALYSIS

Solving problems, capitalising on opportunities, and streamlining efficiencies are critical skills in today's business environment. Business Analysis experts define needs and recommend solutions that drive an organisation's competitive edge and decision-making.

This course teaches you essential business analysis concepts and skills. You will also learn to conduct a business needs analysis, manage solution assessments and validations, and be able to apply business analysis techniques to identify problems and opportunities in your organisation.

This course is consistent with the International Institute of Business Analysis Guide to the Business Analysis Body of Knowledge (BABOK® Guide).

## CONTRACT MANAGEMENT ESSENTIALS

Contract Management Essentials is a short course that takes you through the contract lifecycle, and as a professional, you'll be able to manage the establishment and ongoing monitoring of contracts. Most roles are impacted by contracts, from marketing to finance and beyond, so this short course is essential for anyone seeking to grow their career.

You will learn the concepts and techniques for tendering, negotiating, managing risk, and administering contracts; whilst building ongoing, sustainable, and mutually beneficial relationships with suppliers.

## EVENT MANAGEMENT

Events are a central part of a brand's ability to create a lasting impression, whether it's a workshop, hackathon, conference, announcement, media event, or brand experiential activation. This course aims to give you the confidence and fundamental tools to achieve a successful and less stressful event. It teaches you how to define your event or conference scope, requirements, responsibilities, reporting, and stakeholder relationships. You will also learn how to plan and promote your event as well as manage budgets and resources.

2 DAYS

\$1,400



2 DAYS

\$1,400



2 DAYS

\$1,400



## ESTABLISHING A CUSTOMER EXCELLENCE FRAMEWORK

In today's customer-centric business environment, the customer is key. Regardless of your profession or industry, this course teaches you how to create a quality customer experience and define a customer excellence framework.

You will learn to identify and apply customer service standards, develop and improve the customer experience, implement and monitor customer service systems, analyse customer feedback for change, and manage the customer service team.

### PATHWAYS\*

- + BSBCUS403 Implement customer service standards.
- ▣ The above pathways into BSB42015 Certificate IV in leadership and management.

1 DAY

\$750



## IMPLEMENTING AN OPERATIONAL PLAN

If you're an operational manager required to implement an operational plan, then this course is for you. This workshop will step you through how to identify, analyse, and evaluate risks, how to implement appropriate control measures, how to and monitor and review the effectiveness of risk management. You'll then learn how to implement an operational plan, plan and implement the acquisition of resources, monitor operational performance, and ensure continuous improvement.

### PATHWAYS\*

- + BSBMGT402 Implement an operational plan.
- + BSBRISK401 Identify risk and apply risk management processes.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

1 DAY

\$750



# BUSINESS SKILLS

## MASTERCLASS: DESIGN BUSINESS STRATEGY

Developing the ability to understand and develop strategic approaches in diverse and complex environments is an important skill for modern leaders.

This two-day workshop provides the opportunity to critique and apply strategic models. Decision making frameworks, strategic theory and processes that offer value in complex and dynamic business environments, are explored and evaluated. Participants will be empowered with tools and techniques that can be readily applied in the workplace.

### PATHWAYS\*

- + 10840NAT Graduate certificate in applied business.

2 DAYS

\$1,800



## NEGOTIATION SKILLS

We're constantly negotiating in our lives; whether it's in our personal relationships, making sales, or working with our colleagues. This Negotiation Skills short course will give you practical techniques you can apply to become an effective negotiator. It will show you how to utilise your strengths, successfully offset your weaknesses, and increase your overall power in any negotiation. These skills will save you significant time, money, and effort in achieving your goals. Negotiation is about achieving positive outcomes while maintaining relationships.

1 DAY

\$750



# COACHING & INNOVATION

## CREATING AN INNOVATIVE WORKFORCE

The Creating an Innovative Workforce course teaches you a variety of innovation strategies to facilitate breakthrough thinking and the confident pursuit of new business opportunities. You will learn to use tools and models and develop your mindset to become a successful leader of innovation in your organisation.

The course will explore how to plan workforce requirements, lead and promote innovation, engage and support a flexible workforce, establish work practices, and create learning opportunities that foster innovation.

2 DAYS

\$1,400



## MANAGE INNOVATION AND CONTINUOUS IMPROVEMENT

Innovation is critical in today's business world, and there are vital management moves that create it. Innovation is a learned skill for managers and this one-day course shows you how to define innovation and manage the complex process.

You'll learn to create a culture of continuous improvement, and learn innovation strategies for programs, systems, and processes. You will also learn to create a collaborative environment, explore creative problem solving, and create tools to help implement innovation projects.

1 DAY

\$750



## MASTERCLASS: LEAD INNOVATIVE THINKING AND PRACTICE

Developing an understanding about how innovation can be applied in a corporate environment has become a necessity for modern leaders working in competitive environments. Corporate innovation is multi-dimensional, and this course equips you with the knowledge and tools to develop and sustain innovation, for a competitive advantage within your enterprise.

This Masterclass empowers you with tools and techniques that you can immediately apply in the workplace.

### PATHWAYS\*

- + BSBINN801 Lead innovative thinking & practice (completion of two more workshops required).
- ▣ The above can be credited towards the 10840NAT Graduate certificate in applied business.

2 DAYS

\$1,800



## MASTERCLASS: LEADER AS COACH

Coaching empowers leaders to think differently and is an essential leadership skill. It supports leaders in creating self-awareness through integrated thinking and observation. Leaders with the skills to coach are more effective at motivating their teams, creating connections, building trust, and fostering an environment of innovation.

In this course you will learn how to expand your self awareness by offering different perspectives to design actions. Through coaching you can learn to build trust and rapport within your team, and boost your communication skills by using active listening, reflection, empathy, and powerful questioning.

2 DAYS

\$1,400



# COACHING & INNOVATION

## PROMOTE INNOVATION AND CONTINUOUS IMPROVEMENT

This course is designed for anybody who plays a proactive role in demonstrating, promoting and supporting innovative practice within a team environment. To keep up with industry changes, all managers need to be innovative in how they work and promote an innovative working environment. Adapting this approach fosters an environment of continuous improvement.

During this workshop you will learn how to create opportunities and organise your teams to facilitate this process.

### PATHWAYS\*

- + BSBINN301 Promote innovation in a team environment and BSBMGT403 Implement continuous improvement.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

1 DAY

\$750



“When people get inspired to learn, they discover their true potential.”

**PETER** Head of Business Solutions.



# COMMUNICATION SKILLS

## EMPOWERING WOMEN IN THE WORKPLACE

This course is designed to help you communicate with clarity and confidence. This course is perfect for women who are seeking to improve their influence in the workplace. It identifies your natural strengths and helps you to unpack societal conditioning, allowing you to embrace your authentic self, abilities, and skills to increase your influence and personal power.

1 DAY

\$750



## BUSINESS WRITING SKILLS

Learn how to write clear, bold, engaging, and error free business communications. From emails to proposals and everything in between, solid business writing skills are central to your own professional brand.

This practical course shows you how to plan, organise, and structure your writing; communicate using clear and easily understood language; and produce a wide range of business documents. You'll also learn to adjust your writing style to suit the requirements of the topic and the reader, as well as edit and proofread your work for a mistake-free outcome.

1 DAY

\$750



## CONFIDENT COMMUNICATION - IMPROVING YOUR CONFIDENCE AND ASSERTIVENESS

In this one-day workshop you will discover techniques to change your self-perception, which will improve both your confidence and ability to communicate more effectively. We focus on helping you develop communication skills which will enable you to speak up for yourself without compromising yourself and others.

This course will provide you with a positive mindset to improve your ability to communicate with confidence and influence inside and outside your workplace.

1 DAY

\$750



## LEADERSHIP THROUGH EFFECTIVE COMMUNICATION

A key skill for any manager is the ability to communicate effectively with their team, both verbally and in writing. This course will help you step up your communication as an effective leader by teaching you how to determine the right context, tone, and method of communication.

You will learn to communicate clearly, take follow up actions, organise copy for professional distribution, and produce professional documents with appropriate designs.

### PATHWAYS\*

- + BSBLDR401 Communicate effectively as a workplace leader.
- + BSBLDR402 Lead effective workplace relationships.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

2 DAYS

\$1,400



## COMMUNICATE WITH INFLUENCE

When you stand up in front of your professional peers and stakeholders, you need to communicate with influence. You're presenting ideas, proposing solutions, forming relationships, influencing others, and seeking clarification.

This course shows you how communicate with greater clarity, deliver influential and engaging presentations at meetings and conferences, and understand how to negotiate and apply skills to achieve persuasive negotiation.

### PATHWAYS\*

- + BSBLDR513 Communicate with influence.
- + BSBADM502 Manage meetings.
- ▣ Both pathway into accelerated Diplomas.

1 DAY

\$750



# COMMUNICATION SKILLS

## CRITICAL THINKING FOR PROBLEM SOLVING

Critical thinking and problem solving are the top employability skills in an increasingly automated world. Employers are looking for professionals who are able to think independently, evaluate complex flows of information quickly, and make decisions in uncertain environments. Critical thinking enables us to deal with unprecedented situations, solve complex problems, and make sound decisions with greater clarity and confidence.

Critical thinking minimises rework, enhances productivity, and helps to reduce stress in the workplace. Research shows that companies that invested in staff critical thinking training experienced considerable improvement in employee performance and return on investment. In this interactive and practical workshop, participants will be building their own critical and design thinking toolbox that can be used when 'tried and tested' approaches no longer work.

2 DAYS

\$1,800



## CONFLICT RESOLUTION

Conflict within the workplace can impact productivity and staff morale. Conflict resolution is a one-day interactive course that involves participation in case study scenarios, group work, and self-evaluation activities to reduce workplace conflict.

You will learn to identify and deal effectively with difficult people and situations by using tools and techniques that create positive communication, and switch on your active listening and problem solving skills.

1 DAY

\$750



## HOW TO HAVE A DIFFICULT CONVERSATION

Difficult conversations are all around us, and they only become more difficult if we don't know how to participate in them effectively. If you are the sort of person who avoids conflict, shuts down in challenging conversations, or takes an aggressive stance, this course is designed for you.

We focus on understanding why some conversations are more difficult than others, and why that makes them more important to tackle effectively. We'll examine some challenging situations in the workplace, and provide participants with a set of simple skills to improve their ability to deal with difficult conversations and deal with conflict in a more confident and constructive way.

1 DAY

\$750



## MEDIATION TRAINING

Mediation is a process where someone who is not a participant of a dispute the mediator helps the disputing parties find options to resolve their conflict. This course provides the fundamental skills on how to be a mediator and covers the policy framework around the management of mediation.

You will learn to develop clear mediation guidelines, effectively prepare for mediation, settle the dispute through mediation, and finalise and review the mediation.

### PATHWAYS\*

- + BSBHRM510 Manage mediation processes.
- ▣ The above pathways into BSB50618 Diploma of human resources management.

1 DAY

\$750



## PUBLIC SPEAKING COURSE

In our Public Speaking Course you will learn techniques to help you effectively plan, write, prepare, and deliver your presentation. You'll learn how to control anxiety as well as improve articulation and listening skills. Most importantly, you'll build the confidence to speak in front of groups, and make your presentations interesting, dynamic, and effective.

1 DAY

\$750

# FINANCE & STRATEGY

## FINANCE FOR NON FINANCE MANAGERS

In most roles, there comes a time when you need to understand “the numbers” or the financial consequences of actions in the workplace.

This course aims at teaching participants the fundamentals of finances within businesses, including deciphering accounting jargon and how the numbers fit with the rest of the business. The course progresses to understanding the primary financial statements of all businesses.

By equipping yourself with a financial understanding at your workplace, you will gain practical skills that will improve your knowledge and confidence.

2 DAYS

\$1,400



## IMPLEMENTING AN OPERATIONAL PLAN

This course is designed for operational managers who are expected to implement an operational plan. This course will teach you how to implement an operational plan including how to monitor and adjust performance, plan for and acquire resources, and provide reports on performance. You will also learn how to identify and mitigate the associated risks.

### PATHWAYS\*

- + BSBMGT402 Implement operational plan.
- + BSBRK401 Identify risks and apply risk management processes.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

1 DAY

\$750



## MANAGE BUDGETS AND FORECASTS

Are you involved in the budgeting process? Looking to improve your knowledge of the fundamentals of budget planning and control? In this course, you will develop your knowledge and understanding of budget formulation, and performance management and forecasting, and to enhance your overall financial skills.

This course is excellent for professionals of all kinds who have a budgeting and forecasting component in their portfolio.

### PATHWAYS\*

- + FNSACC513 Manage budgets and forecasts.
- ▣ The above pathways into BSB50215 Diploma of business.

1 DAY

\$750



“Everyone gets lost sometimes. We help them find their way.”

EDDIE Swinburne Facilitator.

# HEALTH & SAFETY

## HEALTH AND SAFETY REPRESENTATIVE INITIAL OHS TRAINING

This WorkSafe approved occupational health and safety training course aims to provide Health and Safety Representatives (HSRs) with the skills, knowledge, and confidence to represent their designated work group by providing workplace health and safety training to help make their workplace safer.

The training aims to give HSRs the basic knowledge and skills to exercise their powers and rights effectively. You will learn how to interpret the occupational health and safety legislative framework and its relationship to the HSR, identify key parties and their legislative obligations and duties, establish representation in the workplace, participate in consultation and issue resolution, issue a Provisional Improvement Notice, and direct the cessation of work.

5 DAYS

\$900

## HEALTH AND SAFETY REPRESENTATIVE (HSR) REFRESHER OHS TRAINING

This WorkSafe approved HSR Refresher occupational health and safety (OHS) course is an opportunity to revisit aspects of the HSR Initial OHS Training and refresh their knowledge of the value of being a HSR, HSR entitlements and powers (skills development), and risk management concepts.

A HSR and deputy HSR have an entitlement to attend an annual HSR refresher training course, one day in duration as per section 67 of the OHS Act and choose their training course in consultation with their employer.

1 DAY

\$250

## MINDFULNESS AT WORK

In a world in which occupational stress is on the rise with links to increased absenteeism, accidents at work, and loss of talented workers; regular mindfulness practices can significantly impact organisational effectiveness and worker wellbeing.

The benefits of mindfulness practice have been the subject of scientific studies in recent years and have demonstrated that those who practice mindfulness experience greater resilience, reduced stress, improved concentration, increased productivity, and an enhanced ability to manage interpersonal conflict in comparison to those who don't.

This course will provide the tools to effectively manage distractions, reduce stress, process information, increase effectiveness of your decision making, and think more creatively.

1 DAY

\$750

## PROVIDE FIRST AID

We teach you the skills and knowledge required to recognise and respond to life threatening situations and emergencies using either basic life-support measures or cardiopulmonary resuscitation. This course also teaches you how to respond to first aid situations and manage casualties, the incident, and other first aiders until the arrival of medical or other assistance.

The resuscitation techniques taught in this course align to the Australian Resuscitation Council guidelines.

1 DAY

\$195



# HUMAN RESOURCES

## MASTERCLASS: PROVIDE STRATEGIC LEADERSHIP IN HR MANAGEMENT

The field of Human Resource (HR) Management has changed significantly in the past twenty years. HR professionals add value when individual teams or organisations meet their goals. This course focuses on the strategic leadership needed to implement, develop, and sustain relevant and value adding HR activities in the organisation.

2 DAYS

\$1,800

LIVE ONLINE

“People can always choose to sharpen their skills and impact their career in a positive way.”

ROWENA Digital Strategist.



# INFORMATION TECHNOLOGY

## MICROSOFT EXCEL INTRODUCTION

Learn how to set up a spreadsheet in Excel and learn features like budgeting, analysing sales, producing reports, creating simple formulas, and managing autofill lists.

This course is perfect for people who want to learn how to use Excel to produce reports, budgets, and lists.

**Prerequisite:** Working knowledge of Windows.

1 DAY

\$415



## MICROSOFT EXCEL INTERMEDIATE

Gain increased efficiency using spreadsheets. Learn relative and absolute formulas, perform analyses using functions and more complex formulas such as VLOOKUP and IF, use sorting and filtering techniques, and enhance the appearance of data.

This course is suitable for Excel users who wish to extend their knowledge and skills beyond building simple workbooks.

**Prerequisite:** Completion of Microsoft Excel Introduction course or equivalent skill level.

1 DAY

\$415



## MICROSOFT EXCEL ADVANCED

Excel is a powerful tool and this course will take you to a new level. Learn skills using functions beyond building basic workbooks including automation, productivity, consolidation, linking, analysis tools, and automating workbook operations using macros.

Suitable for Excel users who wish to enhance their knowledge and skills beyond building workbooks by using analytical and productivity tools.

**Prerequisite:** Completion of Microsoft Excel Intermediate course or equivalent skill level.

1 DAY

\$415



## MICROSOFT PROJECT COURSE

Learn to use Microsoft Project to create and track project schedules by entering monitoring tasks and analysing the assignment of resources to tasks. Emphasis is placed on solving scheduling problems by using a case study approach to allow students to work through typical scenarios faced in the real world.

**Prerequisite:** Working knowledge of Windows.

1 DAY

\$415



## MICROSOFT OFFICE TRAINING

This course builds on top of an individual's basic understanding of the Microsoft Office suite, and provides more advanced techniques and tools to further improve their efficacy and capabilities.

Learn to create templates for memos and letterheads using Microsoft Word, and to create form letters addressed to multiple recipients by using Mail Merge techniques.

This course is perfect for people who have a basic understanding of Microsoft Word, Excel, Outlook, and PowerPoint and want to take their skills to the next level.

2 DAYS

\$830



# LEADERSHIP & MANAGEMENT

## LEADERSHIP THROUGH EFFECTIVE COMMUNICATION

A key skill for any manager is the ability to communicate effectively with their team, both verbally and in writing. This course will help you to identify the correct context for all communication and will develop your skills so that you can communicate in a positive and appropriate way.

You will learn processes which will enable you to record and monitor your communications to ensure that follow up actions and a process of continuous improvement can be incorporated into your leadership communication.

### PATHWAYS\*

- + BSBLDR401 Communicate effectively as a workplace leader.
- + BSBLDR402 Lead effective workplace relationships.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

2 DAYS

\$1,400



## CRITICAL THINKING FOR PROBLEM SOLVING

Critical thinking and problem solving are the top employability skills in an increasingly automated world. Employers are looking for professionals who are able to think independently, evaluate complex flows of information quickly, and make decisions in uncertain environments. Critical thinking enables us to deal with unprecedented situations, solve complex problems, and make sound decisions with greater clarity and confidence.

Critical thinking minimises rework, enhances productivity, and helps to reduce stress in the workplace. Research shows that companies that invested in staff critical thinking training experienced considerable improvement in employee performance and return on investment. In this interactive and practical workshop, participants will be building their own critical and design thinking toolbox that can be used when 'tried and tested' approaches no longer work.

2 DAYS

\$1,800



## EMOTIONAL INTELLIGENCE LEADERSHIP

There is a wealth of literature that details the impact that emotion has on an individual performance. This research has shown that people perform their best at work when they feel involved in purposeful work that develops who they are and where they feel valued, cared for, consulted, respected, informed, and understood. This research has also shown that people often perform their worst when they feel unproductive feelings such as feeling overly worried, frustrated, concerned, stressed, inadequate, and fearful.

This course is designed to improve a leader's emotional intelligence skills and create positive workplace environments. Participants are required to complete a Genos assessment prior to attending the workshop.

**genos**  
INTERNATIONAL

2 DAYS

\$1,400



## IMPLEMENTING AN OPERATIONAL PLAN

This course is designed for managers who are required to implement an operational plan. During the workshop you will learn how to monitor and adjust performance, plan for and acquire resources, and provide reports on performance. Alongside this you will learn how to identify and mitigate the associated risks.

### PATHWAYS\*

- + BSBMGT402 Implement operational plan.
- + BSBRISK401 Identify risks and apply risk management processes.
- ▣ Both pathway into BSB42015 Certificate IV in leadership and management.

1 DAY

\$750



## INCREASING YOUR TEAM'S PERFORMANCE

When you can lead and improve the performance of a team, there's little that can hold you back. This course will equip you with the tools, models, and mindsets to become a high performing leader of high performing teams.

You will gain a deep knowledge of people and performance management strategies to unleash workplace potential. Be equipped with both theory and practical skills in the increasingly popular management method of coaching. Learn how to engage people in their own performance improvement efforts.

### PATHWAYS\*

- + BSBMGT502 Manage people performance.
- + PSPGEN036 Provide workplace coaching.
- ▣ Both pathway into BSB51918 Diploma of leadership and management.

2 DAYS

\$1,400



## LEADERSHIP DEVELOPMENT PROGRAM

This course enhances your skills to lead people effectively. Focusing on leadership development through work-based application, this program examines what it takes to be a credible and effective leader.

You will learn new approaches to help you communicate effectively, motivate and engage team members, and deliver results. You will also develop skills to understand how to apply different strategies to develop your staff and to deal with operational and staff management issues.

1 DAY

\$750



## LEADING AND DEVELOPING YOUR TEAM

Are you a newly emerging leader or supervisor who wants to better understand how to lead and develop the capabilities within your team? If so, this course is perfect for you.

This course is designed for team leaders, supervisors, and new emerging managers who have an important leadership role in the development of a team.

### PATHWAYS\*

- + BSBLDR403 Lead team effectiveness.
- + BSBLED401 Develop teams and individuals.
- + BSBMGT401 Show leadership in the workplace.
- ▣ All the above pathway into BSB42015 Certificate IV in leadership and management.

2 DAYS

\$1,400



## LEADING WITH STRATEGIC FORESIGHT

In a complex and uncertain business environment a major challenge is to lead with strategic agility and foresight. The characteristics that make strategic leaders stand out is their ability to anticipate change, use their insight to spot opportunities, and actively shape the future of the organisation they lead.

A global study of 35 countries indicated that the ability to think and act strategically is the most valuable attribute of effective business leaders. Research shows that employees value strategic thinking as the most effective leadership quality; twice as important as communication. Leading strategically requires a strategic mindset, forward thinking, and the ability to make sound choices to place the organisation ahead of competition.

This workshop focuses on enhancing strategic thinking and strategic leadership skills. The program is designed to enable leaders to think more clearly about future challenges and design an action plan to drive business growth.

1 DAY

\$1,250





# LEADERSHIP & MANAGEMENT

## MANAGE AN OPERATIONAL PLAN

Operational plans define and capture how organisations achieve their goals. This course will give you a greater understanding about where operational plans fit into the business environment, how to develop one, and how they are used to monitor the effectiveness and efficiency of a business unit.

### PATHWAYS\*

- BSB51918 Diploma of leadership and management.

1 DAY

\$750



## MANAGE PEOPLE EFFECTIVELY

People are your greatest asset. This short course reveals how using emotional intelligence in your communication and behaviour as a leader can engage your team create meaningful relationships, and facilitate team cohesion. Find out how to leverage diversity, promote productivity, and manage conflict as you develop a winning performance culture in your organisation.

People attending this course will be required to complete a Genos Emotional Intelligence assessment prior to attending the workshop.

**genos**  
INTERNATIONAL

### PATHWAYS\*

- BSBLDR511 Develop and use emotional intelligence.
- BSBLDR502 Lead and manage effective workplace relationships.
- BSBWOR502 Lead and manage team effectiveness.
- All pathway into BSB51918 Diploma of leadership and management.

2 DAYS

\$1,400



## MANAGING FOR MAXIMUM PERFORMANCE

In Managing for Maximum Performance you will learn to build and manage high-performing teams. This program focuses on how to motivate your team to achieve their potential, and why just telling people what to do or improving work benefits is not enough.

You will learn new skills to boost teamwork and morale using proven communication, planning, and goal-setting strategies. You will also be challenged to identify your personal leadership style and learn to adjust it to motivate your employees and increase their productivity.

As an outcome, you will be able to tackle challenges, solve problems, and mediate differences using practical management tool and techniques.

1 DAY

\$750



## MASTERCLASS: TRANSFORMATIONAL LEADERSHIP

This two-day workshop provides the opportunity to evaluate leading transformational practices and gain an in-depth understanding of strategic leadership. You will learn how to analyse the impact and role of leadership during organisational change, and how to transition from reactive leaderships to collaborative, interdependent, and proactive leadership.

You will learn to review your personal efficacy, personal competence, and your ability to build an effective organisational and workplace culture.

### PATHWAYS\*

- BSBLDR801 Lead personal and strategic transformation.
- The above pathways into 10840NAT Graduate certificate in applied business.

2 DAYS

\$1,800



## NEW SUPERVISOR

The New Supervisor course is perfect for new or inexperienced supervisors so they can navigate the tricky transition from team member to take-charge leader. This two-day course will help build confidence and competence in the practical skills you need to be an effective supervisor.

You will learn how to adjust to your new role purpose, responsibilities, expectations, and challenges, as well as adapt your communication and leadership style. You'll also gain a series of tools to help you supervise and lead.

2 DAYS

\$1,400



## POSITIVE LEADERSHIP

Facilitating the performance of others to be at their best is the art of great leadership. This is broadly accepted, but getting the best out of others still poses a challenge for many of those in leadership positions.

In this two-day program, participants will learn about how emotions, in particular positive emotions, exert a powerful impact on motivation and performance. They will also learn why they are key to achieving employee engagement. Participants will be introduced to the seven leadership behaviours needed to build positivity within their teams and will then be facilitated in building their own 'positive leadership' strategy for implementation back in the workplace.

Participants will be required to complete a Strength Profile prior to attending the workshop.

2 DAYS

\$1,400



# MARKETING & SOCIAL MEDIA

## DIGITAL MARKETING COURSE

This course teaches you how to develop a digital marketing campaign using Adobe Experience Manager.

You will learn the process and key factors of effective digital planning, learn how to distinguish different types of advertising and media (both traditional and digital), and understand laws and regulations relating to marketing and advertising. You will develop an understanding of the scope and contents of a digital marketing plan, develop skills to write and implement a digital marketing plan, and learn how to develop the right media mix.

1 DAY

\$750



## DEVELOPING YOUR SOCIAL MEDIA STRATEGY

Technology, connectivity, and customer expectations have had a significant impact in society. Businesses can't continue to rely on 'traditional' media as a way of engaging the public. When it comes to social media, it's critical to understand your intentions and the implications of going online.

In this course we will discuss the strategic side of social media; which tools you might use, how you are going to utilise them, the returns you expect for that investment, and other factors to consider for your organisation. You will learn from the examples of both organisations that are doing it well and those that provide great examples of what not to do.

Upon completing the course, in addition to the skills and knowledge you acquire, you will also be provided with a development guide and templates for creating your own social media strategy; one that's aligned to who you are and where you want to be heading.

1 DAY

\$750



## MARKETING ESSENTIALS

This course is designed for professionals who want to expand their strategic marketing knowledge. It contains the frameworks and tools required to formulate and implement a marketing mix that meets both audience expectations and your organisation's sales objectives.

Central to this course is the development of skills to identify, develop, and evaluate your organisation's marketing strategy, based on knowledge of its objectives, market characteristics, costs, and margin structures. You will also learn to develop pricing strategies.

1 DAY

\$750



## LEADING TEAMS THROUGH CHANGE

Workplace change is constant and can be tough on employees. As a leader, you need to factor in constant change and know how to develop agile cultures that support staff and deliver a competitive edge.

There are simple ways you can improve the experience for your teams as well as increase their resilience to change. In this course, you will learn some of the basics about human motivation, how to engage people in change, and how to counter resistance. More importantly, you'll discover how to communicate with people as they progress through their own transition.

2 DAYS

\$1,400



## MASTERCLASS: CHANGE MANAGEMENT

In a world of ongoing uncertainty and unpredictability, the only constant is in fact change itself.

Change management has now become an important and expected work attribute, but transitioning to become a true change master is what will differentiate companies and leaders going forward.

In this workshop, you will learn how to deeply understand the dynamics of change and to employ a change management strategy to turn challenge and crisis into opportunities. Develop skills to envision and design the future and to build flexible, innovative thinking. Discover how to make the leap from being an effective change manager into a highly valued and empowering change master with the ability to devise your own change management plan.

2 DAYS

\$1,800



### PATHWAYS\*

- + BSBLDR805 Lead and influence change.
- ▣ The above pathways into 10840NAT Graduate certificate in applied business.

"I really enjoyed the day, it was very engaging and I learnt more than I thought I would."

**STEPHANIE** Participant.



# PERSONAL EFFECTIVENESS

## EMOTIONAL INTELLIGENCE TRAINING

Emotional Intelligence Training provides an introduction to the topic of emotional intelligence (EI), focusing on the practical application of EI concepts. Through completion of a Genos Emotional Intelligence Assessment, you are provided with the perspective and opportunity to deepen your awareness of the aspects of your emotional intelligence areas for development.

You will learn to understand the theory of EI, recognise the relationship between EI and success, learn how to demonstrate greater self-awareness, and learn to understand others. You will also be able to manage your emotions and build personal resilience.

Participants will be required to complete a Genos assessment prior to attending the workshop.



## MINDFULNESS AT WORK

Occupational stress is on the rise, with links to increased absenteeism, accidents at work and loss of talented workers.

The benefits of mindfulness practice have been the subject of scientific studies in recent years and have demonstrated that those who practice mindfulness; experience greater resilience, reduced stress, improved concentration, increased productivity and an enhanced ability to manage interpersonal conflict in comparison to those who don't.

This one-day course helps you to effectively manage distractions and maintain attention and focus, as well as reduce stress and reactivity and heighten your ability to remain calm under pressure. The outcome is a more creative approach to problem solving, managing conflict and the ability to more efficiently process information to make calm and rational decisions.

1 DAY

\$750



1 DAY

\$750



## RESILIENCE AND STRESS MANAGEMENT

This course gives you simple, tangible, and practical strategies that you can start implementing immediately to reduce stress and build personal and professional resilience.

Strategies are provided to support improvements in your physical, mental, and emotional health; while also working on helping you start to understand your purpose. These elements provide a model for building greater resilience, which will naturally reduce your stress.

1 DAY

\$750



1 DAY

\$750



## TIME MANAGEMENT TRAINING

This course is about far more than the time management of old. You will develop a greater understanding of individual and organisational conditioning that leads to reduced productivity, or poor use of time. We'll provide you with some advice on systems, techniques and tools that you can use to improve your ability to get tasks done while reducing your stress.

We look at the mindset issues that are impacting your effectiveness, teach techniques to plan, organise, and show you how to structure and schedule personal work goals, plans, and activities. The ability to establish your work-life balance and set boundaries is priceless.

### PATHWAYS\*

- + BSBWOR404 - Develop work priorities.
- ▣ The above pathways into BSB42015 Certificate IV in Leadership and Management

# PROJECT MANAGEMENT

## MASTERCLASS: AGILE PROJECT MANAGEMENT

This two-day Masterclass begins by providing a background to Agile methodologies and their philosophy, values, and principles. The key reasons for adopting agile is discussed alongside the use of the Scrum framework to describe the delivery lifecycle.

The challenges of implementing agile in organisations will also be covered in this program. Participants will be asked to consider both the applicability and readiness of their respective organisations for Agile adoption, with the aim of creating a road map for implementation back into the workplace.

2 DAYS

\$1,800



## MICROSOFT PROJECT COURSE

Learn to use Microsoft Project to create and track project schedules by entering monitoring tasks and analysing the assignment of resources to tasks. Emphasis is placed on solving scheduling problems by using a case study approach to allow students to work through typical scenarios faced in the real world.

**Prerequisite:** Working knowledge of Windows.

1 DAY

\$415



## FUNDAMENTALS OF PROJECT MANAGEMENT

This two-day course is designed for people who want to quickly and efficiently learn the important principles of project management and how to apply them. Learn what the experts know and do.

You will gain a sound understanding of the core principles of project management, a detailed knowledge of what is needed to competently manage a project, an understanding of the different project methodologies and – very importantly – the ability to confidently apply these new skills.

### PATHWAYS\*

- + BSBPMG522 Undertake project work.
- ▣ The above pathways into BSB50215 Diploma of business.

2 DAYS

\$1,400



# TRAINING & ASSESSMENT

## TRAIN THE TRAINER

Do you want to become a workplace trainer or improve your skills in this area? This short course will teach you how to plan, design, develop and deliver group training sessions. We have integrated a coaching component that demonstrates practical approaches for training smaller groups and individuals.

This course works through each stage of the training design process. Participants learn to listen to the needs of their learners so they can develop and deliver sessions that are both practical, engaging and effective.

4 DAYS

\$2,100





# PROFESSIONAL DEVELOPMENT & SHORT COURSES



Enjoy leading facilitators, learn alongside professional peers, and take skills straight back to the workplace.

Swinburne Professional has designed our learning for professionals. We leverage years of existing knowledge and expertise, and transform it into an accelerated and more effective learning experience. We respect their skills and emotional intelligence, allowing us to focus on the new learning areas. These professional development short courses and masterclasses are available in a broad range of business disciplines, including:

- ▣ Auditing & Risk Management
- ▣ Business Skills
- ▣ Coaching & Innovation
- ▣ Communication Skills
- ▣ Finance & Strategy
- ▣ Health & Safety
- ▣ Human Resources
- ▣ Information Technology
- ▣ Leadership & Management
- ▣ Marketing & Social Media
- ▣ Organisational Change
- ▣ Personal Effectiveness
- ▣ Project Management
- ▣ Training & Assessment





# ONLINE SHORT COURSES

Enjoy the flexibility of studying online; at your own pace, in your own time, and whenever it suits you best. Swinburne Professional has online short courses to meet the needs of busy professionals. Whether your preferred method of learning is online, or you can't get onto campus, our online short courses offer the perfect solution.

We've created these online courses with the same formats, skills learnt and industry credibility that a face-to-face Swinburne Professional course delivers.

## ONLINE: AGILE PROJECT MANAGEMENT

This online course covers the Agile project management essentials, including practical tools and techniques. It is perfect for anyone in a project environment who is looking to learn a lean, yet structured, approach to project management and seeking to improve their knowledge of agile project management.

10 HOURS

\$549

## ONLINE: EMPOWERING WOMEN IN THE WORKPLACE

This course is designed to help you communicate with clarity and confidence. This online course is perfect for women who are seeking to improve their influence in the workplace. It identifies your natural strengths and helps you to unpack societal conditioning, allowing you to embrace your authentic self, abilities, and skills to increase your influence and personal power.

6 HOURS

\$299

## ONLINE: DEVELOP YOUR SOCIAL MEDIA STRATEGY

Social media has been one of the most disruptive tools in the past decade. Today, social media for brands and organisations is a must. This course covers strategic social media including the tools available, return on investment, messaging and content development, audience management and engagement, and analytics. You will also learn from real case studies and be provided with social media strategy templates and a development guide.

6 HOURS

\$299

## ONLINE: FUNDAMENTALS OF PROJECT MANAGEMENT

Projects are an essential component of how we work today, and people with solid project management foundations are in a powerful position to add value in their workplace. This online course covers the essential project management tools from start to finish.

8 HOURS

\$549

This course covers the basics in the project life cycle, from scoping and planning the project to managing risk, delivering, and monitoring the project, and closing with the finalisation and evaluation.

## ONLINE: LEADER AS COACH

Great managers who can coach their team members are managers who can support individuals as they learn, develop skills, experiment with new ideas, seek bold solutions, and deal with challenges more confidently. This online course teaches managers how and when to coach, when to use other tools like mentoring, how to improve individual and team performance, how to facilitate role changes, and how to improve productivity, and successfully deal with under-performance.

8 HOURS

\$549

## ONLINE: NEGOTIATION SKILLS

We negotiate almost every day, whether we're making decisions within our personal relationships, making sales, or working with our colleagues. The great news is that good negotiation is a skill you can learn.

This online Negotiation Skills course will give you practical techniques and tools so you can become an effective negotiator. Learn the six steps of negotiation, what makes an effective negotiator, how to break down communication barriers, and a range of negotiation scenarios you can use every day.

This course teaches you how to utilise your strengths and how to successfully offset your weaknesses to increase your overall power in any negotiation. Negotiation is about achieving positive outcomes while maintaining relationships.

6 HOURS

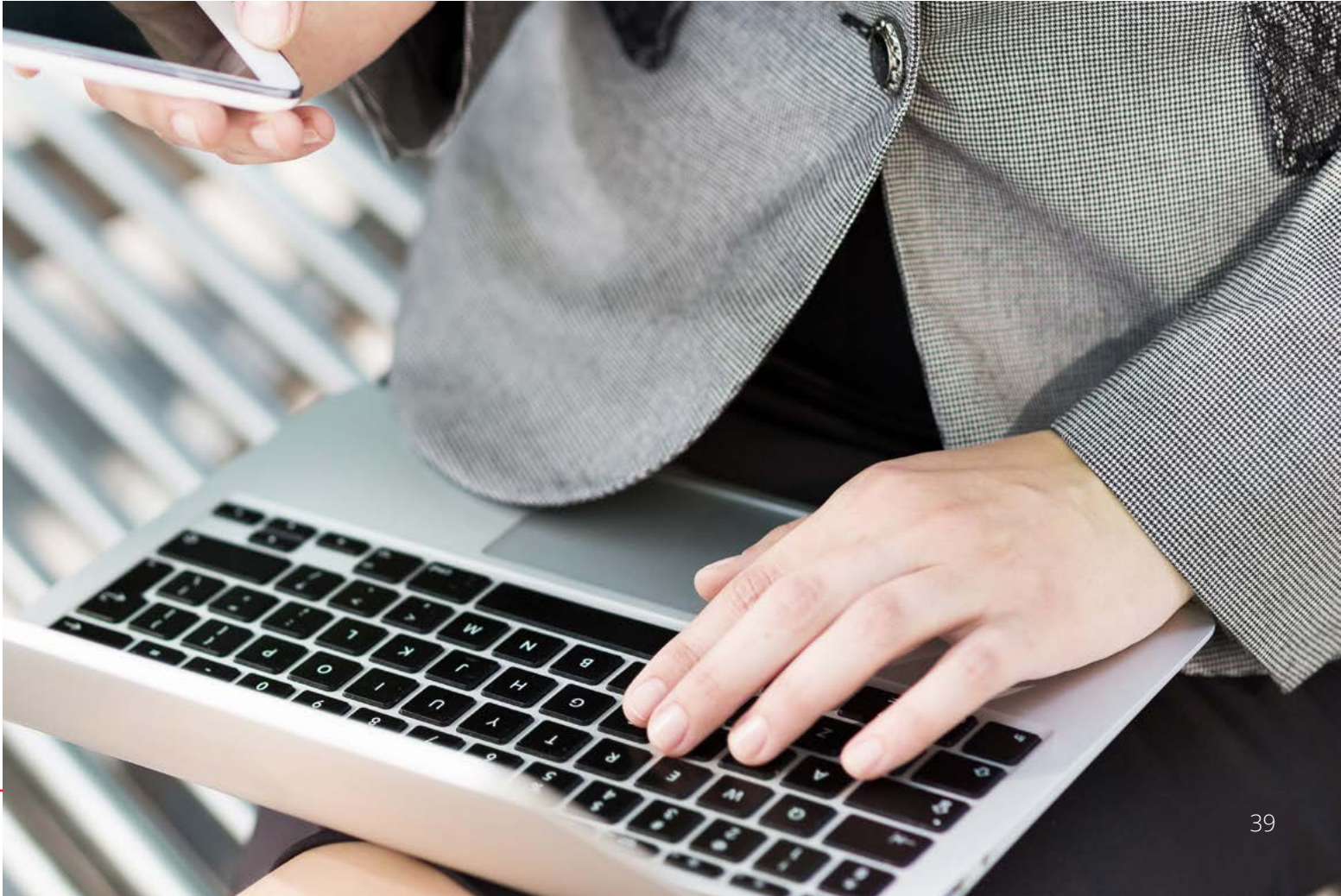
\$299

## ONLINE: TIME MANAGEMENT TRAINING

Time management is an area most of us can improve in and it certainly never feels like there's ever enough time in the day! This online course takes a highly practical look at the workplace cultures that cause interruptions and how to manage them. It also looks at the human brain, willpower, priorities, and action plans; and furnishes you with a series of methods to manage your systems, and your time.

6 HOURS

\$299







# CERTIFICATE AND DIPLOMA COURSES

Learn from experienced industry facilitators.

Our accelerated diplomas and certificates are delivered as a series of workshops to cover theory and coaching sessions which address specific industry contexts. Learning is built on your own career experience. Assessment tasks may be applied to your current workplace, or they may be completed outside your employment.

## **BENEFITS OF ACCELERATED STUDY**

- Make the most efficient use of your time.
- Attend workshops between one and two days per month and complete your qualification in six to ten months.
- Broaden your knowledge by learning from other participants from a variety of industries and roles.
- Discuss a broad range of current business topics related to the content of your course.
- Apply what you learn to your current role, increasing your skills and productivity.
- Develop and increase your career prospects by gaining a recognised qualification.



# BSB42015

# CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT

ACCELERATED

The Certificate IV in leadership and management is perfect for emerging leaders. Whether aspiring to be, or recently promoted to a team leader or supervisory position, you will develop your skills as a front-line manager by looking at the competencies you need to manage yourself, your team, and your business area. The course is practical and hands on with a direct application to the workplace.

By the end of this course you will have received the essential knowledge to enable you to lead and communicate with your team, implement an operational plan and a model of continuous improvement, and develop your personal effectiveness.

### COURSE DELIVERY

This is an accelerated course and you will attend six intensive workshops delivered over a total of eight days, and you can enter the course at any stage.

### COURSE OUTLINE

The twelve units are clustered into six workshops outlined below. They must all be completed successfully and can be done in any order. To complete this qualification, participants are required to successfully complete all twelve units.

#### Leadership Through Effective Communication

- +BSBLDR401 Communicate effectively as a workplace leader
- +BSBLDR402 Lead effective workplace relationships

#### Time Management – Increase your Productivity

- +BSBWOR404 Develop work priorities

#### Customer Centricity: Establishing a Customer Excellence Framework

- +BSBCUS403 Implement customer service standards
- +BSBCUS401 Coordinate implementation of customer service standards

#### Leading and Developing Your Team

- +BSBLDR403 Lead team effectiveness
- +BSBLED401 Develop teams and individuals
- +BSBMGT401 Show leadership in the workplace

#### Implementing an Operational Plan

- +BSBMGT402 Implement operational plan
- +BSBRISK401 Identify risk and apply risk management processes

#### Promote Innovation and Continuous Improvement

- +BSBINN301 Promote innovation in a team environment
- +BSBMGT403 Implement continuous improvement

### WHAT YOU WILL LEARN

- + How to communicate effectively.
- + How to increase productivity and prioritise.
- + How to implement a customer service framework and ensure customer excellence.
- + How to manage people effectively.
- + How to implement an operational plan.
- + How to provide reports on performance.
- + How to promote innovation and create a culture of continuous improvement.

### ENTRY REQUIREMENTS

Applicants should have at least 12 months of full time work experience.

### FEES

The total fee for the BSB42015 Certificate IV in leadership and management is \$5,400.

Fees are reviewed each year and may increase without notice.

### HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on 1800 633 560 or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

To view the workshop dates and course planner, please visit our website at [swinburne.edu.au/fast-track](http://swinburne.edu.au/fast-track).

6 INTENSIVE CLUSTERS

8 DAYS

LIVE ONLINE



# BSB41515

# CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE

ACCELERATED

The Certificate IV in project management practice is designed to develop your skills and knowledge as a project manager. You will learn about the project life cycle and how to communicate effectively in written form, gain a formalised understanding of project baselines, develop capabilities to enable you to engage and communicate with key stakeholders, and adopt a framework of continuous improvement.

Completion of this course enables you to apply for BSB51415 Diploma of project management, which is endorsed by the Australian Institute of Project Management.

### COURSE DELIVERY

This is an accelerated course and you will attend four intensive workshops delivered over a total of six days. Online assessment work is required after attending each workshop.

### COURSE OUTLINE

All nine units must be successfully completed. The nine units are clustered into four workshops and participants must complete the first two clusters in listed order before taking up the remaining workshops.

#### Supporting the Project Life Cycle and Documentation

- + BSBPMG417 Apply project life cycle management processes
- + BSBADM405 Organise meetings

#### Understanding Project Baselines

- + BSBPMG409 Apply project scope management techniques
- + BSBPMG410 Apply project time management techniques
- + BSBPMG412 Apply project cost management techniques

#### Applying Project Risks and Quality Techniques

- + BSBPMG415 Apply project risk management techniques
- + BSBPMG411 Apply project quality management techniques

#### Engaging and Communicating with Project Stakeholders

- + BSBPMG414 Apply project information
- + BSBPMG418 Apply project stakeholder engagement techniques

### WHAT YOU WILL LEARN

- + How to identify the phases of a project life cycle.
- + How to establish and manage the project scope.
- + How to manage project costs.
- + How to engage with key stakeholders effectively.
- + How to apply risk and quality management techniques for continuous improvement.

### ENTRY REQUIREMENTS

Applicants should have at least twelve months of full time work experience.

### FEES

The total fee for the BSB41515 Certificate IV in project management practice is \$3,951.

Fees are reviewed each year and may increase without notice.

### HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.



4 INTENSIVE CLUSTERS

6 DAYS

LIVE ONLINE

### AIPM ENDORSEMENT

This course is endorsed by the Australian Institute of Project Management (AIPM) and demonstrates through its material that the outcomes of the course are aligned to the Project Management Body of Knowledge (PMBOK® Guide) and the Business Services Training Package competency standards.

Completion of this course will allow you to apply for automatic recognition from the AIPM for the Certified Practising Project Practitioner level of certification.

Completion of this course will grant you 40 C.P.D points towards your AIPM certification.

For more information on how to apply for membership and certification with AIPM, you can visit their website.

AIPM is the premier body for project management in Australia. With over 8,000 members, it is also the largest and only national membership organisation for Project Management in Australia.



# TAE40116

# CERTIFICATE IV IN TRAINING AND ASSESSMENT

ACCELERATED

The Certificate IV in training and assessment enables you to gain an understanding of vocational education and develop the required skills and knowledge to be able to design, deliver, and assess accredited and non-accredited courses for individuals or groups working in industry. You will be able to deliver and assess competency based on national training packages and qualifications.

This qualification is the minimum requirement to teach or assess accredited programs under the Standards for Registered Training Organisations (RTOs) 2015 and is highly desirable for any person seeking to teach Vocational Education. This qualification is also required in some workplaces delivering non-accredited training.

### COURSE DELIVERY

This is an accelerated course that leverages your existing industry knowledge and skills. You will attend four intensive workshop clusters delivered over a total of thirteen days as well as complete assessments.

### COURSE OUTLINE

The workshop clusters outlined below must all be completed successfully and done in the below order.

#### Design Cluster

- + TAEDES401 Design and develop learning programs
- + TAEDES402 Use training packages and accredited courses to meet client needs

#### LLN Cluster

- + TAE LLN411 Address adult language literacy and numeracy skills

#### Delivery Cluster

- + TAEDEL401 Plan organise and deliver group-based learning
- + TAEDEL402 Plan organise and facilitate learning in the workplace
- + BSBCMM401 Make a presentation

#### Assessment Cluster

- + TAEASS401 Plan assessment activities and processes
- + TAEASS402 Assess competence
- + TAEASS403 Participate in assessment validation
- + TAEASS502 Design and develop assessment tools

### WHAT YOU WILL LEARN

- + Learn how to effectively design and deliver adult learning programs based on national training packages and accredited courses.
- + Learn how to plan and organise group-based learning for adults in professional roles and workplace settings.
- + Understand how to manage, guide, and monitor the adult learning process.
- + Learn how to plan assessment activities, measure learning progression, and determine competency for adult learners.

### ENTRY REQUIREMENTS

To enrol in this course you must have a vocational competency (defined as broad industry knowledge and experience) in training and assessment, which may include work experience or holding a relevant unit of competency or qualification.

### FEES

The total fee for the BSB41515 Certificate IV in training and assessment is \$4,100.

Fees are reviewed each year and may increase without notice.

### HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on 1800 633 560 or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

To view the workshop dates and course planner, please visit our website at [swinburne.edu.au/fast-track](http://swinburne.edu.au/fast-track).

4 INTENSIVE CLUSTERS

13 DAYS

LIVE ONLINE



“Our facilitator was just fantastic. Explained everything very well and in different ways so that everyone understood. She provided clarification of the delivery cluster and my expectations were exceeded by far!”

**LAURA** Certificate IV training and assessment.



# BSB50215 DIPLOMA OF BUSINESS

ACCELERATED

**This course will suit those seeking the breadth and depth of knowledge across the business disciplines of management, finance, human resources, and marketing.**

The course is specifically designed for professionals working in a business role. It focuses on increasing practical skills and the capabilities required of contemporary managers and people working in administrative roles across a variety of contexts. Assessment tasks focus on applying learning to the workplace.

## COURSE DELIVERY

This is an accelerated course that leverages your existing knowledge and skills. You will attend six clusters over eight days and complete an online assessment after attending each workshop. Participants may enter the course at any stage.

## COURSE OUTLINE

To complete this qualification, participants are required to successfully complete eight units. The eight units are clustered into seven workshops, and workshop clusters can be completed in any order.

### Communicate with influence

- + BSBADM502 Manage meetings
- + BSBLDR513 Communicate with influence

### Investigate and Design e-business solutions

- + BSBEBU51 Develop and implement an e-business strategy

### Build and sustain an innovative work environment

- + BSBINN502 Build and sustain an innovative work environment

### Undertake project work

- + BSBPMG522 Undertake project work

### Manage Risk

- + BSBRSK501 Manage risk

### Manage budgets and forecasts

- + FNSACC513 Manage budgets and forecasts

### Manage recruitment selection and induction processes

- + BSBHRM506 Manage recruitment selection and induction processes

## WHAT YOU WILL LEARN

- + How to communicate with influence.
- + How to maximise your business through e-business solutions.
- + How to create an innovative work environment.
- + How to develop project plans, and manage and implement projects.
- + How to manage business risks.
- + How to manage budgets and forecasts.
- + How to recruit and induct staff.

## ENTRY REQUIREMENTS

Applicants should have at least three years of full time work experience in a business related role.

## FEES

The total fee for the BSB50215 Diploma of business is \$5,900. Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

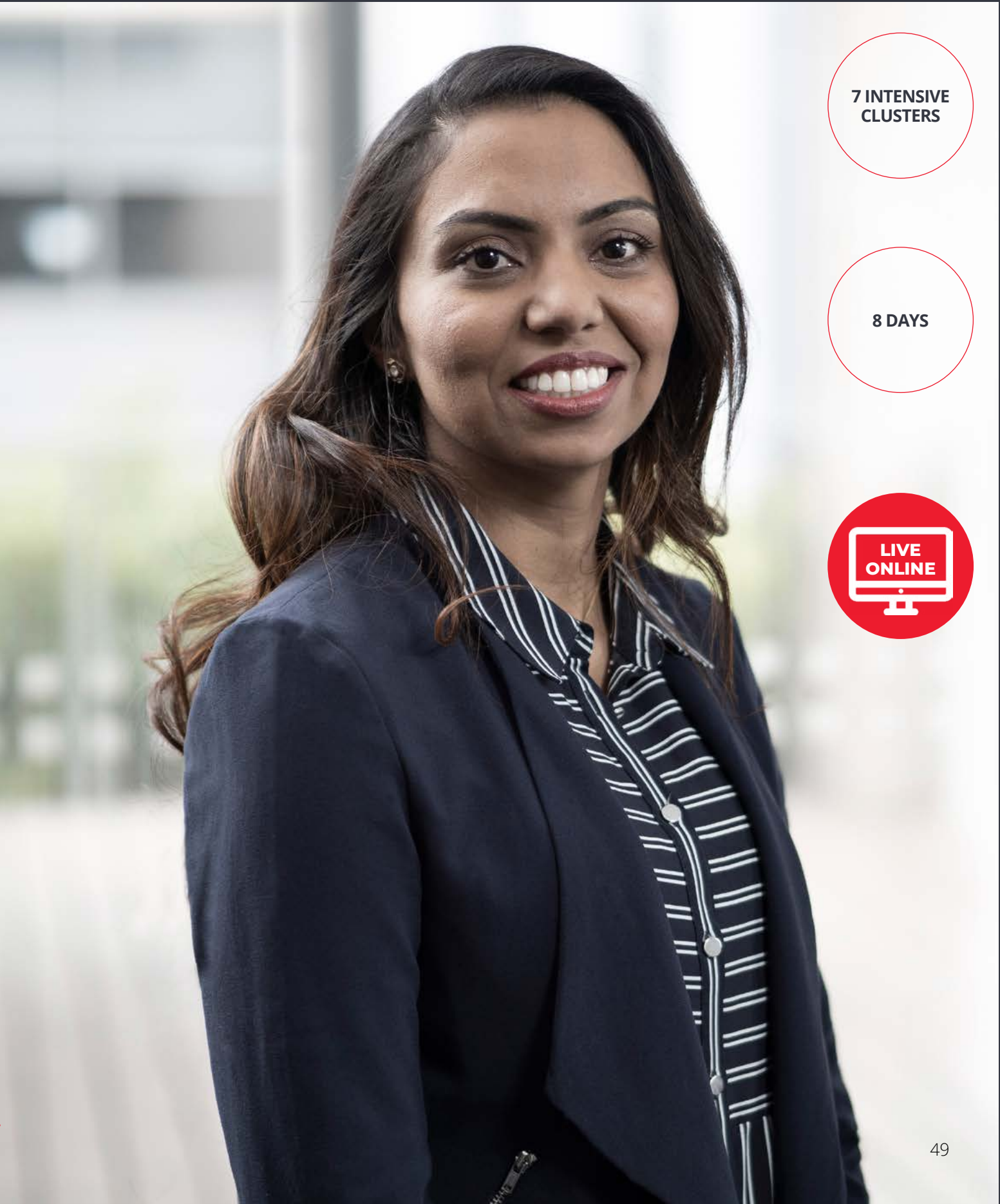
Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

7 INTENSIVE  
CLUSTERS

8 DAYS

LIVE  
ONLINE



# BSB50618 DIPLOMA OF HUMAN RESOURCES MANAGEMENT

ACCELERATED

**This course is specifically designed for professionals working in a human resources (HR) role. It focuses on increasing practical skills and capabilities required of contemporary managers and people working in HR roles across a variety of contexts.**

Using contemporary issues and practical concepts, the course equips students with the latest HR practices and knowledge for the Australian workplace.

## COURSE DELIVERY

This is an accelerated course that leverages your existing industry knowledge and skills. You will attend five intensive workshops delivered over a total of nine days and complete online assessment work after attending each workshop.

## COURSE OUTLINE

The nine units in the five workshop clusters outlined below must all be completed successfully. These units can be completed in any order.

### Planning a HR Strategy

- + BSBHRM501 Manage HR services
- + BSBHRM513 Manage workforce planning

### Manage Recruitment Selection and Induction Processes

- + BSBHRM506 Manage recruitment selection and induction processes

### Risk Management in HR

- + BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- + BSBRSK501 Manage risk

### Managing Performance

- + BSBHRM512 Develop and manage performance management processes
- + BSBMGT502 Manage people performance

### Managing Employee Relationships

- + BSBWRK520 Manage employee relations
- + BSBHRM510 Manage mediation processes

## WHAT YOU WILL LEARN

- + How to strategically plan from a HR perspective.
- + How to manage the recruitment and induction of staff.
- + How to manage risks.
- + How to manage performance and develop the required processes to support this.
- + How to manage employee relationships.

## ENTRY REQUIREMENTS

Applicants should have at least three years of full time work experience in a HR position.

## FEES

The total fee for the BSB50618 Diploma of human resources management is \$6,200.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

5 INTENSIVE  
CLUSTERS

9 DAYS

LIVE  
ONLINE





# BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT

ACCELERATED

**This course is designed for leaders and managers working in a professional environment. It focuses on increasing practical skills and capabilities required of contemporary managers across a wide variety of contexts.**

It combines practical ideas with contemporary, and topical management issues to provide students with skills and knowledge to use in the workplace.

## COURSE DELIVERY

This is an accelerated course that leverages your existing industry knowledge and skills. You will attend six intensive workshops delivered over a total of nine days and complete online assessment work after attending each workshop.

## COURSE OUTLINE

### Creating an Innovative Workforce

- + BSBMGT520 Plan and manage the flexible workforce
- + BSBINN502 Build and sustain an innovative work environment
- + BSBLED501 Develop a workplace learning environment

### Communicate with influence

- + BSBADM502 Manage meetings
- + BSBLDR513 Communicate with influence

### Manage People Effectively

- + BSBLDR511 Develop and use emotional intelligence
- + BSBLDR502 Lead and manage effective workplace relationships
- + BSBWOR502 Lead and manage team effectiveness

### Increasing Your Team's Performance

- + BSBMGT502 Manage people performance
- + PSPGEN036 Provide workplace coaching

### Provide leadership across the organisation

- + BSBMGT605 Provide leadership across the organisation

### Manage an Operational Plan

- + BSBMGT517 Manage operational plan

## WHAT YOU WILL LEARN

- + How to create an innovative workforce.
- + How to communicate with influence.
- + How to manage people effectively.
- + How to increase your team's performance.
- + How to provide strategic leadership.
- + How to manage an operational plan.

## ENTRY REQUIREMENTS

Applicants should have at least three years of full time work experience and be working in a team leader, supervisor, or management role; or are building towards a career in management.

## FEES

The total fee for the BSB51918 Diploma of leadership and management is \$7,500.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

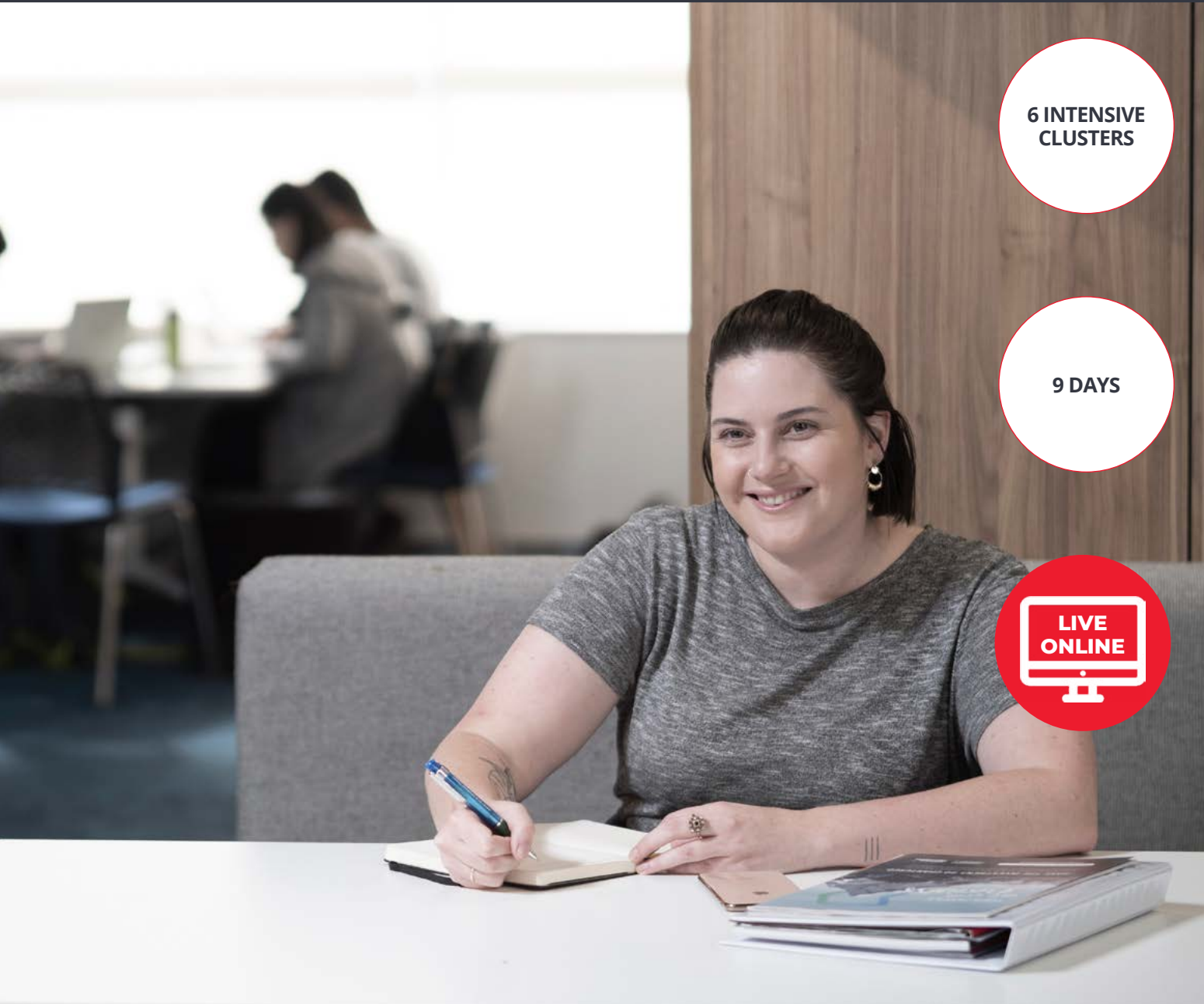
Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

6 INTENSIVE  
CLUSTERS

9 DAYS

LIVE  
ONLINE



“We learnt a lot of tools that helped me prioritise my workload, set achievable goals and maintain a work-life balance.”

**JULIA** Diploma of leadership and management.

# BSB51415 DIPLOMA OF PROJECT MANAGEMENT

ACCELERATED

**This course is designed to help working professionals improve their ability to define and manage projects while maximising productivity. The course covers project management theory, helps learners develop a structured project management methodology, and identifies useful templates and tools to improve project management capability.**

Workshops combine the theory behind the key learning areas of the course. In application sessions, participants receive individual or small group coaching based on their specific needs and requirements.

## COURSE DELIVERY

This is an accelerated course that leverages your existing industry knowledge and skills. You will attend five intensive workshops delivered over a total of eight days and complete online assessment work after attending each workshop.

## COURSE OUTLINE

The twelve units in the five workshop clusters outlined below must all be completed successfully and studied in the following order (excluding Communicate with Influence, which can be done at any time).

### Communicate With Influence

- + BSBADM502 Manage meetings
- + BSBLDR513 Communicate with influence

### Establishing Project Baselines

- + BSBPMG511 Manage project scope
- + BSBPMG512 Manage project time
- + BSBPMG514 Manage project cost

### Effective Project Leadership

- + BSBPMG515 Manage project human resources
- + BSBPMG519 Manage project stakeholder engagement
- + BSBPMG516 Manage project information and communication

### Manage Project Compliance

- + BSBPMG513 Manage project quality
- + BSBPMG517 Manage project risk
- + BSBPMG518 Manage project procurement

### Manage Project Integration

- + BSBPMG521 Manage project integration

## WHAT YOU WILL LEARN

- + How to manage multiple aspects of projects in their entirety across a variety of contexts.
- + How to develop the skills to manage projects and project teams.
- + How to apply the principles of time, quality and cost.
- + How to engage stakeholders.
- + How to apply risk management techniques.
- + How to manage the human resources aspect of projects.
- + How to apply project procurement principles.
- + How to apply project integration and governance in the workplace.
- + How to communicate efficiently and with influence.

## PROFESSIONAL RECOGNITION

Graduates of this course may be eligible for membership at the Australian Institute of Project Management.

## ENTRY REQUIREMENTS

Applicants should have at least three years of full time work experience and should be working in a project team or managing projects in their workplace.

## FEES

The total fee for the BSB51415 Diploma of project management is \$6,700.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

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## AIPM ENDORSEMENT

This course is endorsed by the Australian Institute of Project Management (AIPM) and demonstrates through its material that the outcomes of the course are aligned to the Project Management Body of Knowledge (PMBOK® Guide) and the Business Services Training Package competency standards.

Completion of this course will allow you to apply for automatic recognition from the AIPM for the Certified Practicing Project Practitioner level of certification.

Completion of this course will grant you 40 C.P.D points towards your AIPM certification.

For more information on how to apply for membership and certification with AIPM, you can visit their website.

AIPM is the premier body for project management in Australia. With over 8,000 members, it is also the largest and only national membership organisation for Project Management in Australia.

5 INTENSIVE  
CLUSTERS

8 DAYS

LIVE  
ONLINE





# BSB41419

# CERTIFICATE IV IN WORK HEALTH AND SAFETY

## ONLINE

ACCELERATED  
ONLINE

**This nationally recognised qualification provides students with an understanding of the skills required to administer various occupational health and safety functions.**

Students will learn to interpret work health and safety (WHS) legislation in order to produce a legal framework, establish and maintain WHS quality systems, lead and induct WHS staff and contractors, respond to WHS incidents and claims, and learn how to introduce environmentally sustainable practices to the workplace.

### COURSE DELIVERY

Students complete the entire course through Swinburne's Canvas e-Learning system. Each cluster requires the completion of assessment activities which need to be submitted by the submission dates selected upon enrolment. Students are required to undertake extensive reading for each unit.

### COURSE OUTLINE

#### Establishing a WHS Legislative Framework

- + BSBWHS412 Assist with compliance with WHS laws
- + BSBWHS414 Contribute to WHS risk management

#### Establishing and Maintaining WHS Quality Systems

- + BSBWHS413 Contribute to implementing and maintaining WHS consultation and WHS processes
- + BSBWHS415 Contribute to implementing WHS management systems

#### Leading and Inducting for WHS

- + BSBLDR401 Communicate effectively as a workplace leader
- + TAEDEL301 Provide work skill instruction
- + BSBWHS418 Assist with effective WHS management of contractors

#### Responding to WHS Incidents

- + BSBWHS416 Contribute to workplace incident response

#### Assisting Employees to Return to Work

- + BSBWHS417 Assist with managing WHS implications of return to work

#### Write Complex Documents

- + BSBWRT401 Write complex documents

### WHAT YOU WILL LEARN

- + Assist with providing advice about the legislative duties, rights, and obligations of individuals and parties prescribed in WHS legislation.
- + Contribute to the processes of identifying WHS hazards, assessing WHS risks, and developing, implementing, and evaluating risk controls according to legislative and organisational requirements.
- + Contribute to setting up, running, and improving WHS consultation and participation processes that are prescribed in legislation.
- + Contribute to the implementation and maintenance of a Work Health and Safety Management System (WHSMS) as it applies to your own work area and job role.
- + Lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.
- + Conduct individual and group instruction, demonstrate work skills, and assess the success of training and your own training performance, using existing learning resources in a safe and comfortable learning environment.
- + Assist with the WHS management of contractors with a strong focus on compliance with WHS organisational and legislative requirements.
- + Assist with actions and activities performed in response to WHS incidents, which includes accidents.
- + Assist with the management of workers' compensation claims, rehabilitation, and return-to-work programs.
- + Effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

### FEES

The total fee for the BSB41419 Certificate IV in work health and safety online is \$4,097.90.

Fees are reviewed each year and may increase without notice.

### HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

6 INTENSIVE  
CLUSTERS





# BSB41419

# CERTIFICATE IV IN WORK HEALTH AND SAFETY

ACCELERATED  
BLENDED

**This nationally recognised qualification provides students with an understanding of the skills required to administer various occupational health and safety functions.**

Students will learn to interpret work health and safety (WHS) legislation in order to produce a legal framework, establish and maintain WHS quality systems, lead and induct WHS staff and contractors, respond to WHS incidents and claims, and learn how to introduce environmentally sustainable practices to the workplace.

### COURSE DELIVERY

The blended delivery mode involves a series of workshops to cover theory and coaching sessions addressing industry contexts. Participants complete a webinar induction, e-Learning modules, four clusters over a total of five days, and will submit assessments online via Swinburne's Canvas e-Learning system.

### COURSE OUTLINE

#### Webinar Induction

#### WHS Compliance & Risk - Virtual Workshop

- + BSBWHS412 Assist with compliance with WHS laws
- + BSBWHS414 Contribute to WHS risk management

#### WHS Leadership & Management - Face to Face Workshop

- + BSBMGT401 Show leadership in the workplace
- + BSBCMM401 Make a presentation
- + BSBWHS418 Assisting with managing WHS compliance of contractors

#### Implementing and Maintaining WHS - Face to Face Workshop

- + BSBWHS413 Contribute to implementing and maintaining WHS consultation and WHS processes
- + BSBWHS415 Contribute to implementing WHS management systems

#### Responding to Incidents, Assisting Employees & Sustainability - Face to Face Workshop

- + BSBWHS416 Contribute to workplace incident response
- + BSBWHS417 Assist with managing WHS implications of return to work
- + BSBWRT401 Write complex documents

### WHAT YOU WILL LEARN

- + Assist with providing advice about the legislative duties, rights, and obligations of individuals and parties prescribed in WHS legislation.
- + Contribute to the processes of identifying WHS hazards, assessing WHS risks, and developing, implementing, and evaluating risk controls according to legislative and organisational requirements.
- + Contribute to setting up, running, and improving WHS consultation and participation processes that are prescribed in legislation.
- + Contribute to the implementation and maintenance of a Work Health and Safety Management System (WHSMS) as it applies to your own work area and job role.
- + Lead teams and individuals by modelling high standards of conduct to reflect the organisation's standards and values.
- + Conduct individual and group instruction, demonstrate work skills, and assess the success of training and your own training performance, using existing learning resources in a safe and comfortable learning environment.
- + Assist with the WHS management of contractors with a strong focus on compliance with WHS organisational and legislative requirements.
- + Assist with actions and activities performed in response to WHS incidents, which includes accidents.
- + Assist with the management of workers' compensation claims, rehabilitation, and return-to-work programs.
- + Effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

### FEES

The total fee for the BSB41419 Certificate IV in work health and safety is \$4,097.90.

Fees are reviewed each year and may increase without notice.

### HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

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4 INTENSIVE  
CLUSTERS

5 DAYS

LIVE  
ONLINE





# BSB51615

# DIPLOMA OF QUALITY AUDITING

ACCELERATED  
& FACE TO FACE

In this nationally recognised qualification, participants will learn the technical skills needed to carry out an audit in a work health and safety (WHS) environment.

## COURSE DELIVERY

Students attend three workshops over a total of eight days where they will learn the technical skills needed to carry out an audit in a WHS environment.

## COURSE OUTLINE

### Lead Auditor

- + BSBAUD402 Participate in a quality audit
- + BSBAUD501 Initiate a quality audit
- + BSBAUD503 Lead a quality audit
- + BSBAUD504 Report on a quality audit
- + BSBMGT516 Facilitate continuous improvement

### Investigating and Reporting WHS Incidents

- + BSBWHS515 Lead initial response to WHS incidents
- + BSBWRT401 Write complex documents

### Contribute to the systematic management of WHS risk

- + BSBWHS503 Contribute to the systematic management of WHS risk

## WHAT YOU WILL LEARN

Learn the skills and knowledge required to:

- + Prepare for and participate in a quality audit as a member of a quality audit team.
- + Initiate and organise a quality audit with an auditee.
- + Lead an audit team as it runs a quality audit.
- + Report on the outcomes of a quality audit and to take appropriate follow up action.
- + Lead and manage continuous improvement systems and processes.
- + Plan, conduct and report on investigations of WHS incidents that have resulted in, or have the potential to result in, injury or damage.
- + Plan documents, draft text, prepare final text, and produce documents of some complexity.
- + Contribute to the systematic management of WHS risk.

## BENEFITS

### Exemplar Global Certification

The BSB51615 Diploma of quality auditing is recognised by Exemplar Global. Individuals who successfully complete the course will receive a personalised self-coaching report that details their strengths and areas for professional improvement, and 12 months of an Exemplar Global and Swinburne University of Technology Graduate Certification to boost their professional recognition.

Beyond certification, Exemplar Global offers access to:

- + Ongoing learning opportunities via a comprehensive online careers centre.
- + A range of events and webinars.
- + Exemplar Global's online magazine.
- + Low-cost liability insurance for members.
- + An exclusive social community.

Students have the option to apply directly to Exemplar Global for Certification as either Provisional Quality Management System (QMS) Auditor/ QMS Auditor (based on experience) or Provisional Occupational Health and Safety (OHS) Auditor/ OHS Auditor (based on experience).



## ASSESSMENT

The five-day Lead Auditor cluster is assessed through a series of activities conducted within the training room throughout the course and with an exam on day five. On completion of each of the two remaining clusters, students will undertake an assessment which they will be given four weeks to complete.

## FEES

The total fee for the BSB51615 Diploma of quality auditing is \$4,700.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

3 INTENSIVE  
CLUSTERS

8 DAYS



# BSB51319 DIPLOMA OF WORK HEALTH AND SAFETY

FACE TO FACE  
OR ONLINE

**This nationally recognised qualification is suitable for people who coordinate and maintain the work health and safety (WHS) programs in an organisation.**

## COURSE DELIVERY

**Online:** Students are required to complete the entire course through the Canvas e-Learning System. Each cluster requires the completion of assessment activities which need to be submitted by the submission dates selected upon enrolment. Students are required to undertake extensive reading for each unit.

**Face-to-face:** Students attend four workshops over a total of eight days where they will learn technical, leadership, and management skills. Online assessments are required after attending workshops.

## COURSE OUTLINE

### Manage WHS Procedures

- + BSBWHS514 Manage WHS compliance of contractors
- + BSBWHS520 Manage implementation of emergency procedures

### Lead in a WHS Environment

- + BSBWHS515 Lead initial response to and investigate WHS incidents
- + BSBWHS519 Lead the development and use of WHS risk management tools

### Managing WHS Risk

- + BSBWHS513 Lead WHS risk management
- + BSBWHS504 Manage WHS risks
- + BSBWHS512 Contribute to managing work-related psychological health and safety

### Managing WHS Quality Systems

- + BSBWHS516 Contribute to developing, implementing and maintaining an organisations WHS management systems
- + BSBWHS517 Contribute to managing a WHS information system
- + BSBWHS522 Manage WHS consultation and participation processes

## WHAT YOU WILL LEARN

- + Contribute to the systematic management of WHS risk.
- + Conduct WHS risk management processes.

- + Contribute to the development, implementation, and maintenance of elements of a work health and safety management system.
- + Contribute to managing work health and safety information systems to support WHS management.
- + Manage the identification, review, development, implementation, and evaluation of effective participation and consultation processes as an integral part of managing WHS.
- + Plan documents, draft text, prepare final text and produce documents of some complexity.
- + Plan, conduct, and report on investigations of WHS incidents that have resulted in, or have the potential to result in, injury or damage.
- + Facilitate the development and use of WHS risk management tools.

## ASSESSMENT

Following the delivery of each cluster, participants will undertake an assessment which they will be given four weeks to complete.

## ENTRY REQUIREMENTS

Students must hold all core units from the BSB41419 Certificate IV in Work Health and Safety or equivalent competencies. These equivalent competencies include:

- + BSBWHS412 Assist with workplace compliance with WHS laws.
- + BSBWHS413 Contribute to implementation and maintenance of WHS consultation and participation processes.
- + BSBWHS414 Contribute to WHS risk management.
- + BSBWHS415 Contribute to implementing WHS management systems.
- + BSBWHS416 Contribute to workplace incident response.

## FEES

The total fee for the BSB51319 Diploma of work health and safety face to face/online is \$4,100.  
Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

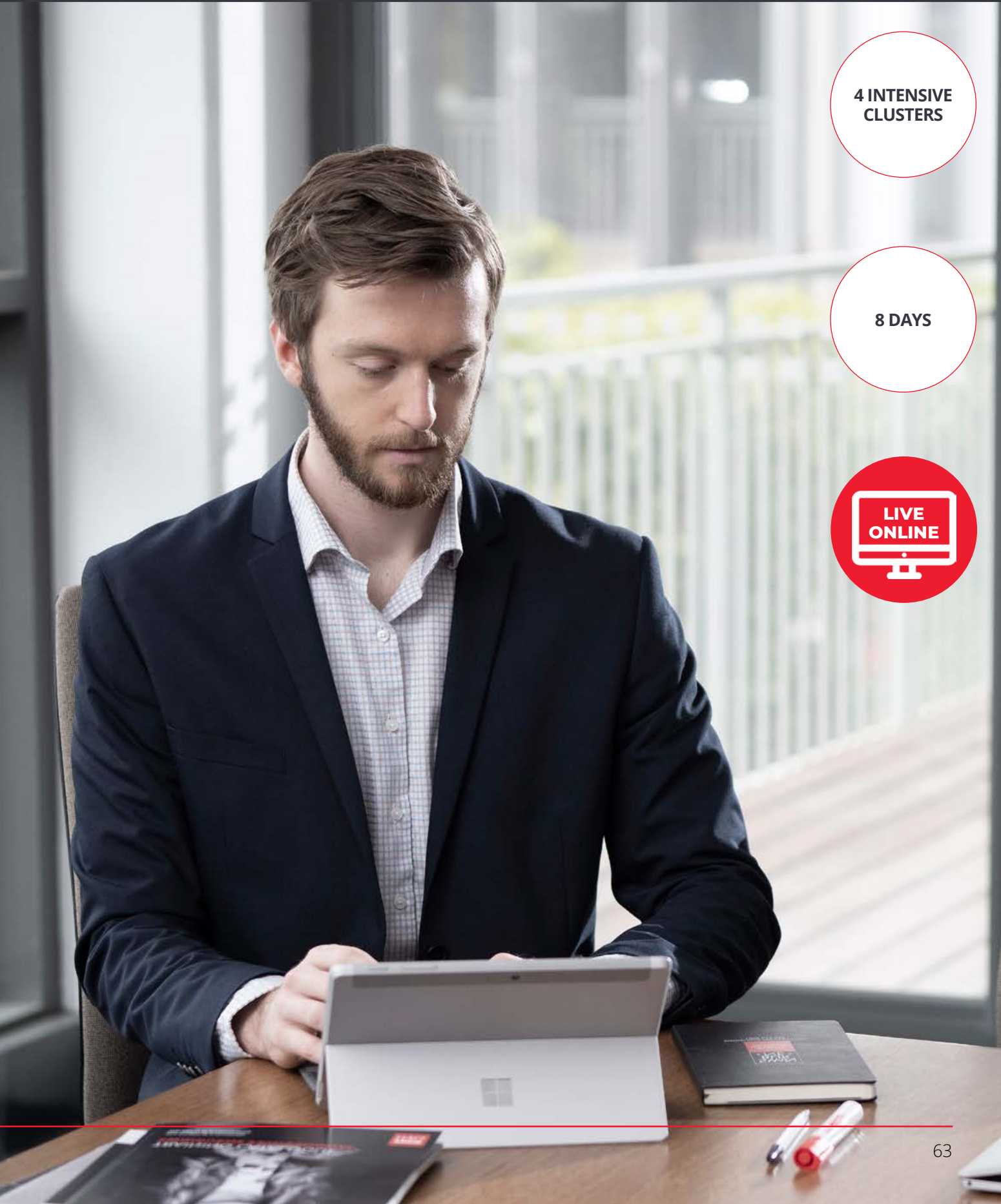
Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email **indenrolments@swin.edu.au**.

To view the workshop dates and course planner, please visit our website at **swinburne.edu.au/fast-track**.

4 INTENSIVE  
CLUSTERS

8 DAYS

LIVE  
ONLINE





# SS-LEADAUDIT LEAD AUDITOR TRAINING

ACCELERATED

**Are you looking for a lead auditor qualification to demonstrate competent skills in audit training and management? Then Swinburne Professional has the right auditor course for you.**

Course participants will receive comprehensive training in the theory and practice of auditing to gain a practical understanding of the responsibilities of a quality auditor, and the techniques and methodologies required to effectively audit a quality management system.

This lead auditing course (skill-set code SS-LEADAUDIT) is ideal for quality practitioners who have an understanding of quality management and who have been, or will become, involved in internal quality assurance audits, second party (i.e. vendor) audits and/or third party audits.

Audit training is essential in today's workplace. This course provides you with all the essential auditing training and knowledge you will need to adapt to any auditing process.

## COURSE DELIVERY

This is an accelerated course that leverages your existing industry knowledge and skills. Students attend one workshop over a total of five days where they will learn both theoretical and practical auditing skills.

## COURSE OUTLINE

### Lead Auditor

- + BSBAUD402 Participate in a quality audit
- + BSBAUD501 Initiate a quality audit
- + BSBAUD503 Lead a quality audit
- + BSBAUD504 Report on a quality audit
- + BSBMGT516 Facilitate continuous improvement

## WHAT YOU WILL LEARN

- + Initiate a quality audit.
- + Participate in a quality audit.
- + Lead a quality audit.
- + Report on a quality audit.
- + Implement continuous improvement into your own and other work practices.

## ASSESSMENT

The five day Lead Auditor cluster is assessed through a series of activities conducted within the training room throughout the course and with an exam on day five.

## ENTRY REQUIREMENTS

Participants should be familiar with:

- + ISO 9001:2008
- + ISO 19011:2003
- + AS/NZS 9004
- + AS/NZS 4801

## HOW TO APPLY

Contact us and speak to our friendly Customer Development Advisors on **1800 633 560** or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

To view the workshop dates and course planner, please visit our website at [swinburne.edu.au/fast-track](http://swinburne.edu.au/fast-track).

## FEES

The total fee for the SS-LEADAUDIT Lead auditor training is \$2,937.50.

Fees are reviewed each year and may increase without notice.

## PATHWAYS

- + Pathways to BSB51615 Diploma of quality auditing.

1 INTENSIVE  
CLUSTER

5 DAYS







# GRADUATE PROGRAMS

Grow your skill set.

Our graduate certificates are a great way to grow both current and new skill sets in a manner that is far less time consuming than a traditional degree. They are a great option for professionals who want to deepen knowledge, improve job performance, position themselves for a promotion, or prepare for a career change.

## **BENEFITS**

- ▣ Learn the skills required to be successful in your area of specialisation, not just the theory.
- ▣ Apply what you learn to your current role, increasing your skills and productivity.
- ▣ Broaden your knowledge by learning from other participants from a variety of industries and roles.
- ▣ Discuss a broad range of current business topics related to the content of your course.
- ▣ Develop and increase your career prospects by gaining a recognised qualification.
- ▣ Learning is targeted at professionals with current work experience.



# EXECUTIVE COACHING PROGRAM

**This course provides participants with the advanced coaching knowledge and skills required to become a qualified organisational coach. The focus of the course is to develop the participant's coaching ability, and be able to successfully coach leaders and team members to excellence.**

Completed through a series of four-day workshops, work-based projects and tele-tutorials, the program is designed to be a practical experience enabling participants to apply their coaching skills in organisational coaching contexts.

Participants also have the opportunity to learn through an accelerated pathway program which takes into consideration their time and work commitments.

The flexible nature of the qualification means that subjects can be delivered and assessed in a manner that provides the most value to participants.

## EXPERIENCED INDUSTRY FACILITATORS

The program facilitators for this course are all highly experienced and formally qualified professionals. To teach this course, our facilitators are required to have significant experience in coaching, hold a minimum qualification of a Graduate Certificate, and must be accredited with the International Coach Federation (ICF) as either a Professional Certified Coach or a Master Certified Coach.

Drawing on their extensive coaching experience and knowledge, our program facilitators provide support and share their industry and life experiences throughout the participant's learning. They can guide and inspire participants to develop their career direction.

## UNIT STRUCTURE

Participants must successfully complete two units of study to complete the program. Each unit includes workshops, project work, out-of-class study and assessment, and will be conducted over a 10-week period (or by customised arrangement).

Face-to-face delivery is 32 hours per unit, supported with tele-tutorials and coaching sessions to enhance learning objectives. Out-of-class study time and project work is estimated at 60 hours per unit.

All workshops are conducted over four days through an action-based learning methodology. Participants will experience business problems through reflection and problem solving, rather than traditional instruction.

## UNITS OF STUDY

### GOCPCW801 Provide coaching in the workplace

This unit develops the basic professional skills and knowledge required to provide coaching in a workplace setting. The unit content has been written to ICF standards to address the ICF competency standards.

### GOCENI802 Evaluate coaching needs and interventions

This unit develops the advanced knowledge and skills required to assess and evaluate coaching needs and the efficacy of the coaching intervention.

## ASSESSMENT

Projects are related to the participant's work environment and project assessments will be based on their level of understanding and how they apply their learning in the context of their workplace.

Participants develop their coaching skills through real-life practice and observation, and receive regular verbal and written feedback on their coaching competencies.

## ENTRY REQUIREMENTS

### Standard Entry

A recognised bachelor degree as well as three years of managerial work experience.

### Non-Graduate Entry

A recognised diploma as well as five years of managerial work experience.

## FEES

In 2020, tuition fees are based on \$3,200 per unit of study. The total fee for the Executive Coaching Program is \$6,400.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us on **1800 633 560** or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

## FURTHER ACCREDITATION AND PATHWAYS

The Executive Coaching Program has been approved with 87.5 coaching hours and qualifies for ICF Approved Coach Specific Training Hours and Continuing Coach Education hours for ICF certification. This also provides a pathway to the full Accredited Coach Training Program; 10778NAT Graduate certificate in organisational coaching.



## REAL BUSINESS OUTCOMES

This program ensures participants learn how to:

- Apply coaching practices in organisational settings.
- Influence others to gain commitment to implement coaching strategies.
- Develop options for addressing problems in the workplace.
- Identify learning gaps and create opportunities in the workplace to grow skills.
- Utilise tools to identify individual and organisational characteristics, strengths, and behavioural preferences in work, learning, and leadership.

## COURSE BENEFITS

This program provides participants with the opportunity to:

- Learn with leading industry professionals.
- Prepare for international accreditation.
- Study in a supportive environment.
- Network with industry peers and expand business contacts.
- Develop a high level of self-awareness.
- Formalise their experience by completing an accredited qualification.
- Have experience acknowledged through Recognition of Prior Learning.
- Spend minimum time away from work.

## CUSTOMISED PROGRAMS

Programs can be fully customised to meet specific business needs, and can be delivered to multiple employees within an organisation, which is a strategy that drives powerful cultural change.



## BUILDING NEW NETWORKS

This program provides an opportunity to network with like-minded professionals from a diverse range of industries, and we encourage participants to build professional relationships and support each other throughout the learning process.



## RECOGNITION OF PRIOR LEARNING (RPL)

Participants can attain recognition of their skills and knowledge through RPL. We can review their evidence of competency and assess if the participant qualifies for RPL.



# 10840NAT GRADUATE CERTIFICATE IN APPLIED BUSINESS

**This course is designed for professionals to develop their leadership capabilities, and prepares them for more senior roles as they progress through their careers. The focus of the course is to empower participants to investigate and analyse complex situations, innovate, problem solve, manage projects, communicate effectively at the highest levels, and lead change management.**

Completed through a series of four-day workshops and workplace-based projects, the course aims to support professionals in their learning and minimise the impact on their work schedules.

Participants also have the opportunity to learn through an accelerated pathway program which takes into consideration their time and work commitments.

The flexible nature of the qualification means that subjects can be delivered and assessed in a manner that provides the most value to participants.

## EXPERIENCED INDUSTRY FACILITATORS

The program facilitators for this course are all highly experienced and formally qualified professionals with impressive careers, expertise, and knowledge.

To deliver units in this course, our facilitators are required to have significant experience in the area in which they deliver and hold a minimum qualification of a Graduate Certificate.

Our program facilitators have experienced the challenges senior professionals face in their everyday working environment and provide support to participants throughout their learning. They draw on their extensive experience and knowledge to teach in a way that is practical and immediately applicable to the workplace.

## UNIT STRUCTURE

To attain this qualification, participants must successfully complete 4 units comprising a core unit and 3 elective units chosen from the general electives.

Each unit includes workshops, out-of-class study, and assessment; and will be conducted over a 10-week period (or by customised arrangement).

## UNITS OF STUDY

### BSBLDR801 Lead personal and strategic transformation

This core unit is designed to develop professional expertise, strategic understanding, and personal integrity in leaders and managers working in organisations.

The knowledge and skills of the leader and manager are further developed through practical applications and the strong theoretical base of the unit.

### Elective units

- + BSBINN601 Lead and Manage Organisational Change
- + AMPMGT801 Manage Financial Performance
- + BSBINN801 Lead Innovative Thinking and Practice
- + BSBMGT616 Develop and Implement Strategic Plans

## ASSESSMENT

Projects are related to the participant's work environment and project assessments will be based on their level of understanding and how they apply their learning in the context of their workplace.

All workshops are facilitated over 4 days through an action-based learning methodology. Participants will experience business problems through reflection and problem solving, rather than traditional instruction.

## ENTRY REQUIREMENTS

### Standard Entry

A recognised bachelor degree as well as three years of managerial work experience.

### Non-Graduate Entry

A recognised diploma as well as five years of managerial work experience.

## FEES

Tuition fees are based on \$3,200 per unit of study for 2020. The total fee for the 10840 NAT Graduate certificate in applied business is \$12,800.

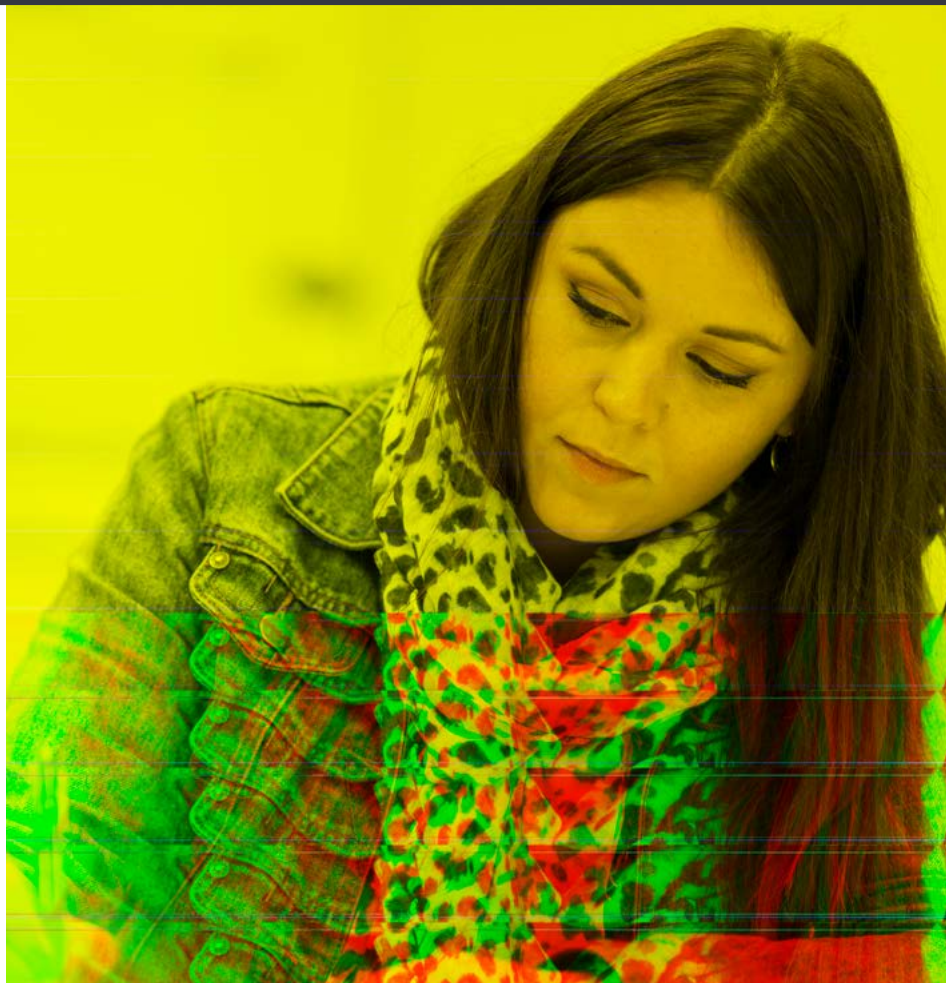
Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us on 1800 633 560 or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

## PATHWAYS

The BSBLDR801 Lead personal and strategic transformation unit may be used to gain credits into a Master of Business Administration. Contact us to find out your eligibility.



## REAL BUSINESS OUTCOMES

The program ensures participants learn how to:

- Investigate, critically analyse, and review complex situations.
- Apply effective communication and negotiation skills in the workplace.
- Implement and lead change management or implement continuous improvement.
- Manage complex situations requiring a high degree of innovation and problem solving.
- Manage projects to successful conclusion.

## COURSE BENEFITS

This program provides participants with the opportunity to:

- Learn with leading industry professionals.
- Study in a supportive environment.
- High level of relevance to work based practice.
- Network with industry peers and expand business contacts.
- Formalise experience by completing an accredited qualification.
- Become eligible to apply for master-level programs.
- Have experience acknowledged through Recognition of Prior Learning.

## CUSTOMISED PROGRAMS

Programs can be fully customised to meet specific business needs, and can be delivered to multiple employees within an organisation, which is a strategy that drives powerful cultural change.



## BUILDING NEW NETWORKS

This program provides an opportunity to network with like-minded professionals from a diverse range of industries, and we encourage participants to build professional relationships and support each other throughout the learning process.



## RECOGNITION OF PRIOR LEARNING (RPL)

Participants can attain recognition of their skills and knowledge through RPL. We can review their evidence of competency and assess if the participant qualifies for RPL.





# 10778NAT GRADUATE CERTIFICATE IN ORGANISATIONAL COACHING

**This course provides participants with the advanced coaching knowledge and skills required to become a qualified organisational coach. The focus of the course is to develop the participant's coaching ability and professional coaching expertise, and have a strategic understanding of leadership roles in order to coach team members to excellence.**

Completed through a series of four-day workshops, work-based projects and tele-tutorials, the program is designed to be a practical experience, enabling participants to apply their coaching skills as they coach leaders to excellence and through change within their organisation.

## EXPERIENCED INDUSTRY FACILITATORS

To teach this course, our facilitators are required to have significant experience in coaching, hold a minimum qualification of a Graduate Certificate, and must be accredited with the International Coach Federation (ICF) as either a Professional Certified Coach or a Master Certified Coach. Drawing on their extensive coaching experience and knowledge, our program facilitators provide support and share their industry and life experiences throughout the participant's learning.

## UNIT STRUCTURE

To attain this qualification, participants must successfully complete four units of study. Each unit includes workshops, project work, out-of-class study and assessment, and will be conducted over a 10-week period (or by customised arrangement).

Face-to-face delivery is 32 hours per unit, supported with tele-tutorials and coaching sessions to enhance learning objectives. Out-of-class study time and project work is estimated at 60 hours per unit.

All workshops are conducted over four days through an action-based learning methodology.

## UNITS OF STUDY

The following units must be completed in the given order.

### GOPCW801 Provide coaching in the workplace

This unit develops the basic professional skills and knowledge required to provide coaching in a workplace setting. The unit content has been written to ICF competency standards.

### GOCENI802 Evaluate coaching needs and interventions

This unit develops the advanced knowledge and skills required to assess and evaluate coaching needs and the efficacy of the coaching intervention.

### GOCAPC801 Apply professional coaching practices

This unit builds the professionalism and mastery demonstrated by coaches in all aspects of their work. The unit progressively enhances participants' performance in coaching and capability in establishing, leading, and managing a coaching program within an organisation.

### BSBLDR801 Lead personal and strategic transformation

This unit is designed to develop professional expertise, strategic understanding, and personal integrity in leaders and managers working in organisations. The knowledge and skills of the leader and manager are further developed through practical application and the strong theoretical base of the delivery of the unit.

## ASSESSMENT

Projects are related to the participant's work environment and project assessments will be based on their level of understanding and how they apply their learning in the context of their workplace.

Participants develop their coaching skills through real-life practice and observation and receive regular verbal and written feedback on their coaching competencies.

## ENTRY REQUIREMENTS

### Standard Entry

A recognised bachelor degree as well as three years of managerial work experience.

### Non-Graduate Entry

A recognised diploma as well as five years of managerial work experience.

## FEES

Tuition fees are based on \$3,200 per unit of study for 2020. The total fee for the 10778NAT Graduate certificate in organisational coaching is \$12,800.

Fees are reviewed each year and may increase without notice.

## HOW TO APPLY

Contact us on **1800 633 560** or email [indenrolments@swin.edu.au](mailto:indenrolments@swin.edu.au).

## FURTHER ACCREDITATION AND PATHWAYS

The 10778NAT Graduate certificate in organisational coaching is approved for 134.38 hours of coach training by the ICF.

The BSBLDR801 Lead personal and strategic transformation unit may be used to gain credits into Master level study. Contact us to find out your eligibility.



## CUSTOMISED PROGRAMS

Programs can be fully customised to meet specific business needs, and can be delivered to multiple employees within an organisation, which is a strategy that drives powerful cultural change.



## BUILDING NEW NETWORKS

This program provides an opportunity to network with like-minded professionals from a diverse range of industries, and we encourage participants to build professional relationships and support each other throughout the learning process.



## RECOGNITION OF PRIOR LEARNING (RPL)

Participants can attain recognition of their skills and knowledge through RPL. We can review their evidence of competency and assess if the participant qualifies for RPL.



## REAL BUSINESS OUTCOMES

The program ensures participants learn how to:

- Apply coaching practices in organisational settings.
- Influence others to gain commitment to implement coaching strategies.
- Research, analyse, and review situations.
- Develop options for addressing problems in the workplace.
- Use tools to identify individual characteristics, strengths, and behavioural preferences at work.
- Identify organisational priorities and set goals for both individuals and teams at work.
- Identify learning gaps and create opportunities in the workplace to grow skills.
- Assess and implement performance measurement tools.
- Apply effective communication and negotiation skills in the workplace.

## COURSE BENEFITS

The course provides participants with the opportunity to:

- Learn with leading industry professionals.
- Prepare for international accreditation.
- Study in a supportive environment.
- Network with industry peers and expand business contacts.
- Develop a high level of self-awareness.
- Formalise experience by completing an accredited qualification.
- Have experience acknowledged through Recognition of Prior Learning.
- Spend minimum time away from work.



# SWINBURNE PROFESSIONAL

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THE AGILITY OF A CONSULTANCY.

[swinburne.edu.au/professional](https://swinburne.edu.au/professional)

The information contained in this capability statement was correct at the time of publication, July 2020.  
The university reserves the right to alter or amend the material contained in this guide.

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